# Health Management
# Additional Information for Employers

# Cabinet Office

Date July 2017

This document contains a series of additional guides and pieces of information that have been provided to assist employers in their preparation for the transition to Health Management as the Scheme Medical Adviser.

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## A 100% HML Online Portal

Please follow the guide listed in the training material content catalogue

      (1. HML Online Getting started & Sending a referral)
      (2. HML Online Approval Queue Process – My OH Provider)

## B Referral HML Online Portal & MIC by SFTP

Please follow the guide listed in the training material content catalogue

      (1. HML Online Getting started & Sending a referral)
      (3. Sending a MIC by SFTP)

## C Referral HML Online Portal & MIC by Post

Please follow the guide listed in the training material content catalogue

      (1. HML Online Getting started & Sending a referral)
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## D 100% by Post

Please follow the guide listed in the training material content catalogue

      (4.Sending full application &/or MIC by Post)

# Presenting sickness absence records on HML Online

Please present sickness absence records as per the layout below:

| Start Date | End Date | Reason |
|---|---|---|
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## HML Online Shared Services

HML Online features provision for authorised shared service centre staff to access OH information across the multiple organisations that they work with.

There is an approval process which you will need to initiate before you can gain access to your additional organisations. The process is described in this guide. There are four steps to follow. If you have multiple HML Online accounts then you should follow this guide using the account which you would like to become your main shared services account. Other accounts will be removed once the approval process is complete.

### Step 1

You will be issued with one or more access codes by your local management team. For each access code you need to follow Step 2 below. For example if you are given three codes you should repeat Step 2 three times, once for each code.

### Step 2

Navigate to the 'My Account' area within HML Online.

On the 'My Details' page, enter your access code into the 'Shared Service Code' box and click the 'Request Access' button.

Repeat this for each code that you have been issued with.

### Step 3

Wait for an email from online@healthmanltd.com. You will receive an email response for each code that you requested access against. This email will be sent to the email address that you entered on the registration form when you first signed up for an HML Online account.

Please note that each request is reviewed and authorised individually so your email response may take up to several days to arrive, this is not an automated process.

The email will inform you if your request was successful or not.

If you were unsuccessful please seek further advice from the person who issued your code(s).

### Step 4

Log in to HML Online from the usual login screen. Once you enter your login credentials you will see the 'Company Selection' screen below. If you see a different screen then please refer to the Two Factor Authentication section of this guide (on page 3) and then return here.

Please select the organisation that you will be working with then click 'Next'. You will be logged in as a member of that organisation and can proceed to use HML Online as usual.

## Working with different organisations

Please note that you can only work with one organisation or company at a time. If you wish to switch organisations then please log out and then log in again to make a new selection.

Your HML Online account uses the same email address for all organisations that you work with. All HML responses and communications will conveniently come back to that address regardless of which organisation you are working with. Links in advice or certificate notification emails will take you directly to the document links page in the correct organisation after providing your login credentials.

The extent of the information available to you for each organisation has been set during the approval process. Please seek advice from the person who issued your access code(s) if you feel that this is not set correctly.

## Two Factor Authentication

Two Factor Authentication is designed to offer extra security at login. The system works by sending you an access code each time you login to HML Online.

This section is only relevant to you if at least one of the organisations that you have been approved to work with uses the Two Factor Authentication option for their HML Online accounts.

This will be evident by the fact that you see the screen below and receive an access code in an email soon after you click the login button on the HML Online login screen.

The email will originate from online@healthmanltd.com

Enter the code from the email in the box as indicated then click 'Logon'

You will then be able to proceed to select the organisation that you wish to work with as described at Step 4 on the previous page.

Please note that the code is only valid for 10 minutes from the time the email was sent. If your code fails to work then it may have expired. To get a new code please log in again and a new code will be sent to you.

# Security

- ♣ **Remember that security is your personal responsibility.**

- ♣ **Be aware of your surroundings when you enter your account credentials.**

- ♣ **Never leave a logged in account unattended.**

- ♣ **Always take appropriate care handling documents that you download from the web site.**

- ♣ **Never share your user name or password. The Health Management service desk will never ask you for your password. You should challenge and deny any request for this type of information.**

- ♣ **An unattended session will automatically log out after 20 minutes of inactivity.**

# HML Online Case Status Explanations:

| Status | Explanation |
|---|---|
| Awaiting response from HR or Manager (Referrer) | This could be concerning missing information from the pension pack, clarification questions or further information such as addresses and phone numbers of applicant |
| Awaiting Employee consent | In line with GMC Guidelines, the applicant will have the option to have sight of their report/ outcome prior to its release to the Company |
| GP report outstanding | Self Explanatory – we should already have these as part of the pension pack |
| IMA Outstanding | Independent Medical Assessment of applicant – if needed – awaiting appointment |
| Specialist report outstanding | Self Explanatory – we should already have these as part of the pension pack |
| IMS Outstanding | Independent Medical Specialist appointment – if needed – awaiting appointment |
| Case to be Chased | In relation to both Company and HML – missing information or outstanding reports for instance |
| Clinician Approval | Report awaiting Physician to check dictation |
| CMO/Clinical review | Physician final check |
| CTA Next Action | Following case triage, case awaiting onward action such as request of Further Medical Information or appointment |
| Passed to Transcription | Currently in transcription |
| Dr Dictation | Physician reviewing dictated report |
| Absence code outstanding | All cases have an ICD10 Code; a case is not closed without one. |
| Closed | Marks the end of the HML process |