Referring a claimant to a Work Capability Assessment

Summary

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How to make a Work Capability Assessment referral or re-referral

Content

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An account developer (AD) may identify that a Work Capability Assessment (WCA) referral or re-referral is required for one of the following reasons:

- the claimant can be treated as having Limited Capability for Work (LCW) or Limited Capability for Work and Work Related Activity (LCWRA) or LCWRA due to a terminal illness (these must be referred immediately)

- the claimant has reached the 28th day of sickness

- the claimant failed to return a UC50 and good cause was accepted

- the claimant didn't attend a WCA and good cause was accepted

- a re-referral is required when the claimant is within 2 months of the end of their prognosis

Introduction and overview of the Medical Services Referral System

The Medical Services Referral System (MSRS) enables Universal Credit to register and monitor electronic WCA referrals to the Centre for Health and Disability Assessments (CHDA). MSRS is used to:

- register electronic WCA referrals

- monitor the progress of WCA referrals to and from the CHDA

- view cases and WCA referrals and outcomes to action as appropriate

There is no automatic interface between the Universal Credit Agent Portal and MSRS. Agents are required to enter data manually to MSRS.

In the majority of circumstances, WCA referrals to the CHDA are made electronically through MSRS. However, some referrals are made clerically.

Clerical WCA referrals or re-referrals are only made in the following circumstances:

- Special Claimant Records

- severely disabled military personnel

- miscarriage of justice cases

- re-work

- the claimant is within 91 days of State Pension age (except Special Rules cases which should be referred as normal)

For an initial clerical WCA referral, see 'Initial clerical Work Capability Assessment referral' below.

For a clerical WCA re-referral, see 'Clerical Work Capability Assessment re-referral' below.

For MSRS WCA referrals or re-referrals, see 'Electronic referrals and re-referrals' below.

Initial clerical Work Capability Assessment referral

The AD locates and prints all the information relating to the claimant's sickness from the Document Repository System (DRS). Supporting documents may include:

the Statement of Fitness for Work (SoFFW) or Return to Work Plan (RtWP)

further medical evidence received since the first day of sickness

DS1500

MATB1

UC65 relating to the current period of sickness

any information regarding reconsiderations or appeals for the current period of sickness (recorded on a UC6 and/or tribunal documents)

UC50

The AD completes a UC55 Medical Services Jacket and includes the following information:

the Special Indicator/UCB marker with information found in the Unacceptable Customer Behaviour (UCB) Portal (the referral will be rejected if the information is not completed - see Staff Protection List for guidance)

the benefit type, including Statutory Sick Pay (SSP) and the claimant's personal details found in the Agent Portal Claim admin summary page (the Agent Portal is accessed through CAMLite and the Claim admin summary page will show whether appointee details are held for the claimant)

appointee details, held in the 'Customer representative' tab on the Customer details screen in CAMLite

the name of the owning office and team (if not already known use FIND)

the first day of the current period of sickness from the CAMLite task

the diagnosed cause of the current sickness and/or disability found in the information recorded using the Manual Data Gather Tool (MDGT) stored on DRS (the AD needs to be aware there could be more than one reason for sickness and they may need to check the SoFFW or RtWP)

GP details found in the information recorded using the MDGTI

the 'Mental health related disability' indicator using information from the Incapacity Reference Guide (IRG) or the SoFFW or RtWP (see operational guidance 'Using the Incapacity Reference Guide' - claimants with mental health related sickness are treated sensitively during the WCA)

the referral details with the referral type (see table below), the date of the referral and if the claimant has LCW or LCWRA

Referral type	Meaning
Q	Questionnaire gathering
S	File work (transition referral where DWP have already gathered the questionnaire)
R	Rework

ED   Previously did not attend (sub-type for re-referral)

TI   Terminally ill

CZ   Reconsideration (sub-type for re-referral)

CN   Advice question (sub-type for re-referral)

LC   LCWRA only referrals

>   completes the 'Notes' box with details of whether the claimant has already been treated as LCW, LCWRA or LCWRA due to a terminal illness (the reasons why need to be included and if the claimant is terminally ill, this needs to be marked clearly)

The AD identifies which Assessment Centre the referral is to be sent to by accessing DA Healthcare Provider addresses.

The AD then returns to this guidance and sends the UC55 and all relevant documents to the Assessment Centre via the standard courier process (purple polylope).

The AD then creates a Work Services Platform (WSP) task, see 'Creating a Work Services Platform task for the Work Coach Task Team' below.

Clerical Work Capability Assessment re-referral

The AD locates the previous UC55 Medical Services Jacket. This will be held on DRS and will relate to the claimant's current prognosis. The AD prints this and any relevant documentation. The relevant information must include any medical evidence.

The AD follows the steps for an initial referral and records or amends the information on the UC55 Medical Services Jacket as appropriate. In addition the AD:

1. Populates the 'Support Group applies' indicator if the CAMLite task states that the claimant was previously LCWRA.

2. Populates the 'Previously treated as LCW applies' indicator if the claimant has previously been treated as LCW or the outcome of a WCA was LCW. This information is held in Claim admin in the Agent Portal.

The AD should be aware they can only select one of these 2 tick boxes.

The AD then goes to 'All referrals' below.

Electronic referrals and re-referrals

For re-referrals, the AD establishes if the previous Universal Credit WCA referral was made clerically. To do this the AD:

1. Accesses MSRS.

2. Enters the claimant's National Insurance number (NINO) to establish if an MSRS account is held. If there is no account, the following message is displayed: 'No records found for the search parameters'.

If an MSRS record is found, the AD establishes from the 'Case details' field within 'View client' if the last WCA referral was made by Universal Credit. If so, the AD continues with the re-referral via the MSRS User Guide.

If an MSRS record isn't found, or the previous referral was not made by Universal Credit, the AD must retrieve the UC55 Medical Services Jacket to send to the relevant Assessment Centre. This is held on DRS and will relate to the claimant's current

prognosis. The AD prints this off and any relevant documentation. The relevant information must include any medical evidence.

For all cases, the AD navigates to the MSRS User Guide

for instructions and returns to either:

> for initial referrals, see 'Creating a WSP task for the Work Coach Task Team' below

> for re-referrals, see 'All referrals' below

Creating a Work Services Platform task for the Work Coach Task Team

The AD creates a WSP task for the Work Coach Task Team.

The task details depends on whether the claimant is terminally ill, treated as having LCW/LCWRA or has reached the 28th day of sickness:

> for claimants who indicate they may be terminally ill:
>
> > Target: Work Coach Task Team
> >
> > Start: Immediate
> >
> > Notes: 'Claimant reported sick from (--/--/-)-. Claimant considered as terminally ill pending WCA outcome, claimant referred for WCA on (--/--/--)'
>
> for claimants where Universal Credit has established they are 'treat as LCW/LCWRA':
>
> > Target: Work Coach Task Team
> >
> > Start: Immediate
> >
> > Notes: 'Claimant reported sick from (--/--/--). Claimant considered as having LCW/LWCRA pending WCA outcome. Claimant referred for WCA on (--/--/--)'
>
> For claimants who have reached the 28th day of sickness:
>
> > Target: Work Coach Task Team
> >
> > Start : Immediate
> >
> > Notes: 'Claimant reported sick from (--/--/--). 28th day of sickness now reached. Claimant referred for WCA on (--/--/--)'

See CAMLite and Work Services Platform notes.

All referrals

In WSP, the AD navigates to the claimant's record in the Personal section and:

1. Changes the WCA action radio button to 'Yes'.
2. Selects 'Assessment pending' from the drop-down list.
3. Saves and closes the claimant's record.

The AD then creates one of the following CAMLite tasks for the return of the referral:

> for claimants who indicate they may be terminally ill
>
> > Task Type: Health Condition
> >
> > Sub Type: WCA Referral
> >
> > Start Task From: 2 working days from the issue of the Fax
> >
> > SLA: 3 days

Notes: 'Claimant considered as terminally ill pending WCA outcome. WCA referral made (clerically/via MSRS) on (dd/mm/yyyy). Has WCA referral outcome been received?'

Assigned To: UC – WCA

for claimants where Universal Credit has established they are 'treat as LCW/LCWRA'

Task Type: Health Condition

Sub Type: WCA Referral

Start Task From: 6 weeks from referral

SLA: 3 Days

Notes: 'Claimant considered as having LCW/LCWRA pending a WCA outcome. WCA referral made (clerically/via MSRS) on (dd/mm/yyyy)' Has WCA referral outcome been received?

Assigned To: UC – WCA

for all other claimants:

Task Type: Health Condition

Sub Type: WCA Referral

Start Task From: 12 weeks from issue of WCA referral

SLA: 3 days

Notes will be either:

WCA outcome – claimant reported sick from (dd/mm/yyyy). WCA referral made (clerically/via MSRS) on (dd/mm/yyyy). Has WCA referral outcome been received?

or

WCA outcome – WCA re-referral made (clerically/via MSRS) on (dd/mm/yyyy). Has WCA re-referral outcome been received?

Assigned To: UC – WCA

See CAMLite and Work Service Platform notes.

The AD updates CAMLite Contact history with the referral details and exits all claimant records.

"Please note any hyperlinks included in the attached documents may have been disabled".