

Claimants who are no longer able to maintain their claim online

There may be reasons why claimants with a digital claim are no longer able to manage their claim online. This could be short term, such as a brief admittance to hospital; or longer term, such as a new health condition.

Where a claimant has an online claim but now needs support similar to a claimant with a phone claim, the following actions should be taken:

a profile note explaining the claimant's circumstances should be added to the claimant history and 'pinned' to the claimant's dashboard so agents are aware of their needs and any additional support required

communication with the claimant will need to be through alternative methods, such as phone or post, rather than the journal

any requirements placed on the claimant should consider their new circumstances

These arrangements should be regularly reviewed with the claimant by both work coaches and case managers to ensure they remain appropriate.

Please visit the Complex Needs pages in Universal Learning for more information on how we can support non-digital claimants.