

# Service Centre Telephony - ESA – Claim Closure

## Summary

1. This chapter provides details on when an Employment and Support Allowance (ESA) claim can be closed and the instructions you will take to close a claim.

**Note:** If a claimant starts work, declares that they are fit for work, is no longer entitled to benefit or the Decision Maker (DM) decides claimants work does not fall into Permitted Work (PW) rules.

2. This change of circumstance to ESA may trigger signposting to UCFS.

**Note:** For further information: [See Natural migration instructions\(link is external\)](#)

3. Claimants will be directed to claim UC online.

4. Claimants who are now fit for work, Jobseeker's Allowance (JSA) is no longer appropriate and should be advised to make an online claim to UC by visiting [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)

## Termination Checklist

1. A claim can be closed if the:

- claim closure date is no more than 7 calendar days in advance, if it is, tell the claimant to call back when the closure date is within 7 calendar days
- claimant is starting or returning to work of 16 hours or more

**Note:** If the medical evidence goes beyond the date the claimant is starting work, close the claim from the date the customer started work

- claimant claimed another benefit, such as Universal Credit (UC), Jobseekers Allowance (JSA) or Income Support (IS), close the claim from and including the day before the other benefit starts

Note: If the claimant has claimed UC you must not withdraw the referral on Medical Services Referral System (MSRS). Check Customer Information System (CIS) Searchlight for live claims and check instructions for withdrawing a referral on MSRS.

- claimant no longer wishes to claim Employment and Support Allowance (ESA), for example credits only or no further medical evidence and so on

2. If there is no medical evidence between the date of the last fit note ending and the claim termination date, ask for medical evidence for the gap period.

3. If they intend to provide medical evidence for the gap period do not close the claim, instead note Jobseekers Allowance Payment System (JSAPS) notepad with details of the conversation and period of medical evidence required.

4. If the claimant does not intend to provide medical evidence for the gap period, you must close the claim from the day after the medical evidence ended.

**Note:** You cannot extend medical evidence or use extended medical evidence to close a claim.

## Claim closure for other reason

5. Any other claim closure requests must be handed over to Service Centre processing.

6. If any of the following apply, complete a Customer Handover and Resolution Management tool (CHaRM) handover to Service Centre processing:

- it's a couple claim and either the claimant or the partner wishes to claim Pension Credit (PC)
- any notes in LMS to show that the claim is a Mixed Age Couple (MAC), use the 'Mixed Age Couples SDP' handover type in CHaRM
- any notes in dialogue 'JA510: Notepad' which may indicate it is not a straightforward closure
- ongoing appeal action (is the claim showing as ESA +APP?)
- mortgage interest awarded, check dialogue 'JA523: Award Details Enquiry'

- suspensions (are any current open ended suspensions in place? check dialogue 'JA513: Suspension and AR Decision Enquiry' and dialogue 'JA504: General Enquiry' for cases where payment is suspended using exclusion reason 29)
- WCA disallowances (if dialogue 'JA791: ESA Personal Capability Assessment Details Enquiry' has not been updated with the disallowance)
- Sanctions (check dialogue 'JA513: Suspension and AR Decision Enquiry')
- the claim closure request is due to a change in the partners circumstances, for example found work or claimed JSA

## JSAPS termination process

1. To close the claim in Jobseekers Allowance Payment System (JSAPS), you must take the following action:

NB: For the purposes of re-introduction of Claimant Commitments within New Style ESA, Agents should use the following reason codes to terminate the claim, and follow the BAU process below to complete the required actions.

- Failed to Attend (FTA) the Claimant Commitment appointment, Reason Code 18 (Other)
- Failed to Agree the claimant commitment, Reason Code 18 (Other)
- Failed to Participate (FTP) in Claimant Commitment signing, Reason Code 18 (Other)
- LCWRA cases where there is no Claimant Commitment, or the Claimant Commitment has not been waived by the department. Reason Code 18 (Other)
- Permitted Work, Earnings above the required allowed limit. Reason code 41 (Earnings Exceed PWL). Ensure notepad Dialogue 110 is updated with PW Closure due to Earnings limit exceeded.

- NS ESA Dual claims with UC, continue to follow the below BAU termination process below for these cases.

Step	Action
1.	Check dialogues 'JA505: Deductions Enquiry' and 'JA303: Maintain Overpayments' for any current deductions.
2.	Access dialogue 'JA060: Register Claim/Event' and input: <ul style="list-style-type: none"> <li>• 'Event Type' – [02]</li> <li>• 'Event Sub Type' – [18]</li> <li>• 'today's date' in the 'Receipt/Reg Date' field</li> </ul>
3.	Select 'End'
4.	<ul style="list-style-type: none"> <li>• if no current deductions, go to step 10</li> <li>• if current deductions, go to step 5</li> </ul>
Note: Do not input an end date for child maintenance deductions.	
5.	Access the relevant dialogue: <ul style="list-style-type: none"> <li>• 'JA300: Maintain General Deductions'</li> </ul>

- 'JA302: Maintain Social Fund Deductions'
- 'JA303: Maintain Overpayments'

Note: The Benefit Week Ending (BWE) date is displayed in the top right hand corner of the screen in dialogue 'JA302: Maintain Social Fund Deductions'.

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| 6. | Input today's date in the 'Date of Receipt' field.                       |
| 7. | Input the Benefit Week Ending (BWE) date in the 'To Date' field.         |
| 8. | Delete any further lines as appropriate along with the amount and dates. |

**Note:** This must be the last full week before the date of termination of the claim. Deductions must not be taken for part weeks.  
If required, input termination reason code [09] 'Deductions to cease, no other reason applies'.

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| 9. | <ul style="list-style-type: none"> <li>• if there are any more deductions, select 'Enter' to access them</li> <li>• if there are no more deductions, go to step 11</li> </ul> |
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**Note:** JSAPS automatically notifies the relevant deduction teams of the change via system reports. No further action is required.

10.	Input '@JA099' in the 'Next Item' field and select 'End'.
11.	<p>Input the claim closure date in the 'Claim Termination Date' field.</p> <p>Example: Claimant started Full time work on 2/1/21, input date 2/1/21 as the termination date. JSAPS will then pay up to and including the 1/1/21.</p>
12.	Input the reason code in the 'Reason' field.
13.	<p>Leave the 'Length of Employment' field blank.</p> <p>Note: If the termination reason code is [04] 'Found Work', you must input [1] in the 'Length of Employment' field.</p>
14.	Select 'F1' to access dialogue 'JA200: Award and Decision', the termination reason will now display.
<p>Note: If a warning message or comment is displayed, select 'F1' again until you access dialogue 'JA200: Award and Decision'.</p> <p>If you are unable to clear system errors or faults, send a handover to Service Centre processing. Do not take any further termination action.</p>	
15.	Select 'Enter/F12/F24' as appropriate until you reach dialogue 'JA405: Compute Payment'.
16.	If same day or direct payment appropriate:

	<ul style="list-style-type: none"><li>• select 'F2'</li><li>• input [CG]</li><li>• select 'Enter'</li></ul>
17.	Input [N] in 'Inhibit Award Notice' field.
18.	Select 'End' and access Central Payment System (CPS) to issue a payment.
19.	If payment in 3 working days appropriate: <ul style="list-style-type: none"><li>• input [N] in 'Inhibit Award Notice' field</li><li>• select 'End' to issue a payment</li></ul>
20.	Access dialogue 'JA530: Case Controls' for any case controls that are no longer relevant and delete.
<p><b>Note:</b> Case controls that don't affect claim closure and don't need to be cleared are:</p> <ul style="list-style-type: none"><li>• PO16</li><li>• PO81</li><li>• P107</li><li>• P119</li><li>• P120</li><li>• P127</li></ul>	

The only case control that needs action is 'S309 Deregister WCA in MSRS'.

You must:

- select 'F2'
- Input [Y]
- select 'End'

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21. If there's outstanding WCA action, access Medical Services Referral System (MSRS) to withdraw the referral and follow the 'Withdraw a referral on MSRS' instructions.

**Note:** If you do not have access to MSRS, pass to a person who does once all the other action has been taken. The PCA referral end date will not be populated until the claim shows as dormant. Claims will only show as dormant once the closure date has passed. This will happen automatically providing all steps have been followed correctly and no further action is required.

## Action to take when the debt has an end date that has already been calculated

2. The system may hold future lines past the termination date which will need to be deleted.

3. If the 'date of receipt' field is already populated, you must take the following action:

Step	Action
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1.	Leave the date in.
2.	Input the BWE termination date in the 'To Date' field.
3.	Delete any subsequent lines as appropriate in dialogues: <ul style="list-style-type: none"><li>• 'JA300: Maintain General Deductions'</li><li>• 'JA302: Maintain Social Fund Deductions'</li><li>• 'JA303: Maintain Overpayments'</li></ul> You will need to delete the amount and dates.
<b>Note:</b> You must delete the amount and dates.	
4.	If required input termination code [09].
5.	Select 'End'.
<b>Note:</b> JSAPS automatically notifies the relevant deduction teams of the change via system reports. No further action is required. If you are unable to clear system errors or faults, send a handover to service centre processing.  Do not take any further termination action.	

## Withdraw a referral on MSRS

1. You must take the following action:

Step	Action
1.	Access Medical Services Referral System (MSRS).
2.	Input the claimant's National Insurance Number (NINo).
<b>Note:</b> You must make sure you have entered the correct NINo for the claimant before taking the action from step 3 onwards.	
3.	Select 'Search'.
4.	Select 'View'.
5.	Check for a live referral in 'Case Details'.
6.	<ul style="list-style-type: none"><li>• if there isn't a live referral, no further action is required on MSRS</li><li>• if there is a live referral, go to step 7</li></ul>
7.	Choose the relevant radio button in the 'Select Case' column.

8.	Select 'Go' at the side of 'View Case'.
9.	Choose 'Withdraw Referral' from the 'Referral Actions' drop down menu.
10.	Select 'Go'.
11.	Select the appropriate withdrawal reason from the menu.
<b>Note:</b> If an option isn't available, select 'Other' and put the reason in the notes box.	
12.	Choose 'Withdraw Referral' and the referral will now show as 'Withdrawn' in the 'Referral Outcome' column.

## JSAPS notepad action

1. To update Jobseekers Allowance Payment System (JSAPS) notepad access dialogue 'JA110: Maintain Notepad' and note with the action taken:

- office mnemonic (CC)
- team number
- initials
- time
- claim closed from (date) as (reason for termination)
- additional actions taken (for example, emails sent, MSRS action, health condition details held prior to ending).

## Setting user case controls

***For customers who have claimed JSA***

2. To set a user set case control, you must take the action below for Service Centre processing to action the next day:

<b>Step</b>	<b>Action</b>
1.	Access dialogue 'JA530: Case Controls'.
2.	Set a user case control as follows: <ul style="list-style-type: none"><li>• Select 'F1'</li><li>• 'Maturity Date' – the next working day</li><li>• 'Type' [U]</li><li>• 'Description' – ESA claim closure – JSA new claim consider PD52 and RS Web action</li><li>• 'Function' [15]</li><li>• 'DEL/MOD/INS' [I]</li><li>• Select 'End'</li></ul>

**Housing Benefit Run On message in dialogue JA099**

3. If JSAPS displays a message when the claim is terminated in dialogue 'JA099: Record Claim Termination Details' to consider Housing Benefit Run-On (HBRO), set a user set case control for Service Centre processing to action the next day to consider HBRO.

4. To do this, you must take the following action:

Step	Action
1.	Access dialogue 'JA530: Case Controls'.
2.	Set a user case control as follows: <ul style="list-style-type: none"> <li>• Select 'F1'</li> <li>• 'Maturity Date' – the next working day</li> <li>• 'Type' [U]</li> <li>• 'Description' – Consider HBRO</li> <li>• 'Function' [15]</li> <li>• 'DEL/MOD/INS' [I]</li> <li>• Select 'End'</li> </ul>

## ESA220, A8 and RS Web case control

### Issue ESA220

5. You must take the following action:

Step	Action
1.	Issue form ESA220 available on the Customer Content Portal.

Note: This form is to advise employers if a claimant can reclaim ESA if they are sick again within 12 weeks or make a claim to Statutory Sick Pay.

2. Count 12 straight weeks for the last effective date of claim.

Note: An example of how to calculate the 12 week date:

- claimant started work on 27 January 2016
- ESA last effective date of claim is 26 January 2016
- the date to input on the form is 19 April 2016

3. Issue form A8 to the jobcentre.

4. Record the issue of the ESA220 and A8 in dialogue 'JA110: Maintain Notepad'.

### ***Set RS Web Case Control***

6. To set a user set case control for RS Web action, you must:

Step	Action
1.	Access dialogue 'JA530: Case Controls'.

2.

Set a user case control as follows:

- Select 'F1'
- 'Maturity Date' – the next working day
- 'Type' [U]
- 'Description' – To consider RS Web action
- 'Function' [15]
- 'DEL/MOD/INS' [I]
- Select 'End'

**Note:** This is not required if the JSA case control above has been set.