

# PIP 05

## Overview of PIPCS Data Gather

March 2015

### Aims and objectives

Users will learn how to use Customer Account Management Lite (CAMLite) and Personal Independence Payment Computer System (PIPES) to complete the Intelligent Evidence Gather (IEG) process to take a telephone claim for Personal Independence Payment (PIP).

At the end of this module, you will be able to correctly:

- explain the three steps you take on the system for a PIP new claim;
- explain what a prospect person is and how their claim on PIPES will be handled;
- describe the action to take when you identify a claimant as potentially vulnerable;

## Overview of PIPCS Data Gather

- describe how to deal with claimants who do not satisfy the PIP age conditions;
- describe how to deal with claimants who are already in receipt of Disability Living Allowance (DLA), and
- state what the next steps are for a new claim.

### New claim telephony guidance and help

**New claim telephony guidance** for PIP can be found at:

**DWP Homepage > Operational guidance > Personal Independence Payment > 27 Telephony New Claims > 03 Telephony new claim data gather.**

# Topic 1

## Overview of the process

### Steps for taking a new PIP telephone claim

#### Step One

**CAMLite system used to work through the Identity Verification (IDV) process, where appropriate, and create a Contact Record for the claimant**



#### Step Two

**The caller will be taken through the IEG script on PIPCS to collect data for a PIP claim**



#### Step Three

**User will return to CAMLite to wrap up the call**

## Topic 2

# Claims for a prospect person

### Prospect person

This means that:

- claimants who fail IDV will be recorded as a prospect person on PIPCS, and an IDV discrepancy task will be created to enable the PIP user to take the appropriate action to verify their identity. If the claimant does not have a NINO at all (i.e. not allocated) a paper claim form will be issued. If the NINO isn't known but we do hold it, the data gather will continue;
- until all investigative action is complete and 'prospect person' changed to 'person' in PIPCS we cannot make any payments, and
- any information provided during the data gather which isn't validated will not be notified to the Customer Information System (CIS), nor will any information provided during the data gather be held on CIS.



# Topic 3

## Age conditionality

### Age conditionality

The following claimants will not be eligible to claim PIP:

- Those with a Date of Birth of 08/04/1948 or earlier (the claimant was aged 65 or over on 08/04/2013), and
- children aged under 16 at the date of the call.

### Upper age limit - Checks for DLA and Attendance Allowance (AA)

**If the claimant is over the upper age limit** (at date of claim) check with them if they have a current award of DLA or AA, or have recently been in receipt of DLA.

If they don't receive DLA, signpost the caller to AA if required.

Linking rules apply if they have been entitled to DLA in the 12 month period prior to the date of claim to PIP, and are under 65 at 08/04/2013. The linking rules allow them to claim PIP even if they are 65 or over at date of claim, though first check that they are not in receipt of AA.

### Lower age limit

**If the claimant is below the lower age limit** (under 16), you must read a short statement that will be provided, and signpost the caller to DLA.

If you are unsure about where to signpost to in any situation, you should use the FIND facility available to you.

# Topic 4

## DLA overlap

### DLA overlap

**If the claimant meets the age conditions for PIP, but is already in receipt of DLA**, you should advise them that they can 'self-select' to claim PIP if they wish.

**If they meet the age conditions and are awaiting the result of a DLA claim**, read a statement telling them that they can claim PIP once their DLA claim has been decided on.

**If they meet the age conditions, and have had a claim to DLA disallowed but they are appealing that decision**, you are able to proceed with taking a new claim to PIP.

### Linking rules

**The following is for information only, as you should not be giving advice on linking rules.**

The linking rules mean that there may be some people who will be able to claim PIP who:

- were under the age of 65 on 08/04/2013; and
- in receipt of DLA but have lost entitlement to the benefit since then, and
- are now over the age of 65 and are claiming PIP within one year of their DLA award ending.

# Topic 5

## Vulnerable claimants



### Potentially vulnerable claimants

You should by now have completed learning about claimants who are in vulnerable situations.

During the process of taking a new claim to PIP, you will be presented with two questions which ask whether the claimant has certain specific health conditions. These are designed to enable potentially vulnerable claimants to be identified.

However, if at any point during the call you suspect the claimant may be vulnerable despite not being immediately identifiable as such, you must take further action.

A task must be created for the delivery team work queue and complete the related notes field stating that you have identified the claimant as being potentially vulnerable and requesting further action.

### Special Rules for Terminally Ill People (SRTI)

Claimants wishing to claim PIP under Special Rules, will be directed to the SRTI option when they telephone the PIP New Claim line. Their claim will then be dealt with by a SRTI Dedicated Claim Team (DCT). However, there may be circumstances when this option is missed.

Claimants who do not select the appropriate option will be correctly routed to the SRTI team via the warm handover. By transferring the customer direct, any need for a callback is removed.

# Topic 6

## Next steps

### What Happens Next - Assessment

- If claimants pass the eligibility rules, they will be sent the 'How your disability affects you' form from Department for Work and Pensions (DWP) to complete, with the option of sending additional supporting evidence. **Note:** This is **not** the case for Special Rules Terminal Illness (SRTI) claimant cases. SRTI claimants will be asked additional mobility questions at the initial data gather stage
- Completed forms are returned to DWP via the Mail Opening Unit (MOU) where they are scanned into Document Repository Service (DRS). A task is then automatically triggered to the Assessment Provider (AP). Claimants will be asked to attend a face-to-face consultation unless a decision can be reached on the basis of written evidence.

### What happens next - decision

Next steps continued:

- A DWP Case Manager (CM) will use all the information to make a reasoned decision on entitlement, including the level and length of award.
- If the claimant is entitled to an award, payments will be made four weekly in arrears, or weekly in advance for SRTI claimants.

The new claim process can take up to 71 days from receipt of claim to a decision being notified, but no exact figure should be quoted.

# Practice cases

### Practice Cases - Taking a telephone PIP claim and Special Rules Telephone Claim

You now have the opportunity to practise the end to end processes of taking a new claim to PIP using CAMLite and PIPCS, and taking a new claim for an SRTI person using PIPCS. Follow the instructions and information supplied in the 'Try it!' boxes within the simulations.

Note: please be aware that the bank account question 'What type of account is this?' drop are 'UK' and 'overseas'. PIPCS defaults to 'UK' account.

The question will only display if the claimant does not live in the UK.

### Summary

You have now completed this module and have learned:

- the three steps you will take on the system to take a PIP New Claim;
- what a prospect person is and how their claim on PIPCS will be handled;
- the action to take when you identify a claimant as potentially vulnerable;
- how to deal with claimants who do not satisfy the PIP age conditions;
- how to deal with claimants who are already in receipt of DLA, and
- what the next steps are for a new claim.