PIP17
Paper Claims

Personal Independence Payment Learning Programme

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V5.2

Department for Work and Pensions

Contents

Introduction

This guide is to help you, the facilitator, to deliver learning modules in the classroom.

The running order is designed to flow in a logical way. You are free to change the order but you must cover all the topics.

Use as a learning pack. It does not replace any guides or circulars on the subject.

Facilitator prerequisites

The facilitator must have knowledge of the appropriate induction material.

You may also wish to complete the following suggested preparation:

- Familiarise yourself with the Personal Independence Payment (PIP) paper claim form (PIP1) and PIP.1007 covering letter (which includes additional information about claiming PIP). You will also need to ensure that learners have access to these too.
- Read the appropriate guidance and point the learners to it throughout the module.
- Ensure that learners have the appropriate access to the relevant simulation for this module. In this case the simulation is Inputting a Paper 1 Paper Claim for Mrs Jane Woodward.

Learner prerequisites

This module forms part of a Learning Journey, it is important that you complete all preceding modules in the journey prior to commencing this module.

Timings

This module will take approximately four hours to complete.

Module Aims and Objectives

Aims

This module aims to provide learners with the knowledge to identify when a paper claim form can be issued, who it can be issued to and how to input details from a completed paper claim form onto the Personal Independence Payment Computer System (PIPCS).

Objectives

By the end of this module, with the aid of any reference material, learners will be able to:

- state the circumstances under which a paper claim form (PIP1) may be issued
- recognise a valid paper claim form
- search for a **Person** or **Prospect Person** record on PIPCS
- input the information from the paper claim form (PIP1) onto PIPCS
- apply the changes made to the case, and activate the evidence for that claim.

Topic 01 - Background to Paper Claims

When can a paper claim form be requested?

The way to start a PIP claim is by phone. At the initial claim stage we will take some basic details about the claimant and their Personal Acting Body (PAB) if they have one.

Then we will send them the ‘How Your Disability Affects You’ (PIP2) form so that they can tell us about how their condition affects their daily life, any Healthcare Professionals (HCP) they see and any medication or treatment they have.

This process will be explained to the claimant, so that they understand how to claim PIP.

The claimant or their PAB must phone to begin the claim to PIP. Another third party can only begin the claim if it is being made under Special Rules for Terminally Ill people (SRTI) or the claimant is too ill or disabled to claim for themselves and the third party wishes to become an appointee.

In all other cases if a third party phones us, the claimant must be present when the claim is made.

In certain circumstances, a claimant may feel that they are unable to complete the initial stages of the claim by phone. In these cases, we would try to support the claimant in making the claim by phone.

In what ways might a telephony agent try to support the claimant to make the claim by phone?

Possible answers (not an exhaustive list):

- Suggesting that a family member or friend is present when they make the claim to help them through the process.
- Allowing the claimant time to get the things they need to make the claim by phone and to make themselves comfortable.
- If, for any reason, the claimant needs to call us back, advising them to call back on the same day where possible so as not to delay their claim. Alternatively the agent can arrange for a PIP agent to call them back.

When a claimant or PAB writes in to ask for a paper claim form, we will call them to explain the process for claiming PIP and take their claim over the phone.

Similarly, if a third party writes in to request a paper claim form (and there is no indication that the claimant is SRTI or the third party wishes to become a PAB) we will call the **claimant** to explain the process for claiming PIP.

Wherever possible, we will also take the claim over the phone. If there is no phone number, we will issue a PIP.1023 and PIP leaflet DWP041.

These documents explain that a third party (we will give their name) has contacted us to say the claimant wants to claim PIP. They also tell the claimant what PIP is and how to claim.

If we cannot identify the claimant from the correspondence received from the third party, we will contact the third party by phone (or issue PIP.1023 and DWP041 if this is not possible) to explain how to claim PIP.

Reference

For more information on requests for paper claims, and supporting claimants to make a claim by phone please refer to the PIP03 PIP Claims Telephony module.

Requests made by post are covered in more detail in the guidance for this topic.

Issuing a paper claim form

A paper version of the initial claim form (PIP1) will only be issued in exceptional circumstances, where the claimant or their PAB:

- is unable or finds it very difficult to use the phone themselves for any length of time and has no one to speak for them; **or**
- has speech or hearing difficulties or difficulty communicating, cannot or does not wish to use textphone, and has no one to speak for them; **or**
- refuses to claim by phone after the benefits of claiming by phone have been pointed out; **or**
- does not have a National Insurance Number (NINO); **or**
- sends DWP a letter to request a claim form and we have no record of a contact phone number for them.

Note

Please note this list is not exhaustive and there may be other reasons why a claimant cannot complete the initial data gather over the phone.

Each PIP1 that is issued is personalised for the claimant. It will be populated with the claimant's surname, first name, post code and will be "bar coded". This means that it cannot be used to claim PIP by anyone else. It won't be accepted as a claim if it is used for another person. Similarly, it must not be photocopied and used for someone else.

Additionally, to improve the SRTI claims process, paper claims will also be received from Macmillan Nurses.

The PIP1 pack includes:

- PIP.1007 Covering Letter
- PIP.1(AI) Additional Information
- PIP.1 Claim Form.

The PIP.1007 and PIP.1(AI) are 'tear off' sections for the claimant to keep.

The PIP.1007 advises the claimant that they have one calendar month to complete and return the form from the date the claim form was issued. The date of issue will be at the top of the covering letter that accompanies the paper PIP1. In addition it includes important additional information about the Data Protection Act and payment of benefit which legally must be sent to each claimant with the claim form.

Activity

Refer the participants to the PIP1 and PIP.1007 to read through.

When a PIP1 has been requested, the telephony agent will validate the claimant, by searching PIPCS and if required Customer Information System (CIS) for any existing claimant details and create either a Person (if the claimant is validated) using the data pulled from CIS, or where no record is found a Prospect Person (if the claimant is not validated) using the claimant details provided by the person who telephoned to request the claim form at that point.

In the circumstance where a claimant is homeless and cannot make a claim by phone, they will need to provide a correspondence address for the paper claim form to be sent to. This will usually be a Jobcentre Plus address.

The paper PIP1 can be issued from the Record New Communication screen in PIPCS. From the claimant's Home Page:

- select the **Contact** tab,
- select the **Communications** tab on the left hand side,
- select **New**. The **Record New Communication** pop up box displays. Complete the relevant fields in this screen; then you need to select the appropriate notification from the **Notification Type** field.
- select **PIP.1007**
- select **Save**.

PIPCS will automatically create a communication record for the issue of the PIP1 pack.

Please refer the learners to the guidance for the process of issuing a paper claim form by using the following pathway:

DWP Homepage > Operational Guidance > Personal Independence Payment > 02 New Claims Process > 12 PIP Paper Claim requested > PIP paper claim form requested via telephone > Issuing a paper claim form

There are certain checks that must be carried out before a paper claim form and accompanying documents are issued. This includes ensuring that they:

- are the right age to claim PIP,
- do not already have an outstanding PIP claim; and
- do not have an ongoing Disability Living Allowance (DLA) award or outstanding DLA claim.

Action to take in these circumstances is covered further in guidance.

DWP Homepage > Operational Guidance > Personal Independence Payment > 02 New Claims Process > 12 PIP Paper Claim requested > PIP paper claim form requested via telephone > The age and benefit check

Person and Prospect Person records

When a paper claim form is requested by telephone or in writing, a record will be created for the claimant as either a **Person** or a **Prospect Person**.

The communication record will be noted that a paper claim form has been issued. Therefore, on receipt of a PIP1, a Person or Prospect Person will already be recorded on PIPCS.

On PIPCS a **Person** is a claimant whose identity has been fully verified. Ways in which claimants can be verified are detailed later in this topic.

A **Prospect Person** is a claimant who has supplied insufficient information to enable DWP to verify their identity and therefore register them fully as a **Person** on PIPCS. Creating a **Prospect Person** record allows the Department to fully interact with the claimant without them being fully registered. The minimum data required to create a **Prospect Person** is their full name, gender, date of birth and address.

For example, if the accepted request for a paper claim form was made by phone and the claimant (or their PAB or appointee) passed Identity Verification (IDV) during the call, then a **Person** record will be created. If they failed IDV, or IDV was not completed, a **Prospect Person** will be created.

Please refer the learners to the guidance for how to create a Person or Prospect Person record on PIPCS using the following pathway:

DWP Homepage > Operational Guidance > Personal Independence Payment > 01 Workflow and Task Management > 01 Workflow and Task Management > Creating a Prospect Person

A **Prospect Person** can be registered as a **Person** if the Department receives sufficient information in order to verify their identity. A **Person** and **Prospect Person** record on PIPCS look very similar and can be modified in the same way. However, a **Prospect Person** will always display with the word ‘Prospect’ as a watermark.

When the paper claim form is returned to the Department there will **always** be a record made on PIPCS that a paper claim form and the accompanying documents have been sent.

In addition to this, where the request was made by telephone, there will be a note on the PIPCS **Person** or **Prospect Person** record with details from the original Camlite task (for example minimum data to issue claim form, alternative format details, if a visit is considered to be necessary, why the paper claim form needs to be issued, who the form is to be issued to etc.). This provides users with a history of the claim.

Topic 02 - Receipt of Paper Claim

Checking the claim is valid

Where a PIP1 is received at the Mail Opening Unit (MOU), and the declaration has not been signed, or, it has been signed in pencil, the PIP1 will not be scanned.

Instead, it will be sent by the MOU to the Single Point of Contact (SPOC) in the relevant Benefit Centre (BC) to be returned to the claimant to sign in ink with notification PIP.0009 explaining the reason for its return, and advising that the properly completed claim form be returned within one month of the date we returned it to them.

A Task will be set for one month. The notes for the Task should record that when the task matures and the PIP1 has not been returned, the Case Worker (CW) should refer the Task to the Case Manager (CM) to consider disallowing as a defective claim.

Checking for a record on PIPCS

When a valid paper claim form is received at the MOU it is scanned into the Document Repository Service (DRS) and tasked to a user to consider.

The first action on receipt of a paper claim form is to check for a record of the claimant (either as a **Person** or **Prospect Person**) on PIPCS.

The easiest way to search for a claimant is using the **Quick Search** function (in the top right-hand corner of every page in PIPCS). Type the NINO or CRN into this field (on the PIP1 this is called the ID number) and select **Search** (magnifying glass icon).

Note that with Channel Island Reference numbers that these should not be input into PIPCS when processing a paper claim form. Use the claimant's UK NINO if they have one, otherwise follow the NINO allocation process.

All PIP1 forms issued by the Department will have a ‘bar code’ for that claimant printed on them. Therefore, you should always be able to find the claimant on PIPCS using this **Quick Search**.

Tip

Remember these forms will be “bar coded” with a unique number given to every case that is created on the system. It is different to the NINO because it is solely used for finding claimants on PIPCS and is not used by other benefits.

Person or Prospect Person record found on PIPCS

When a **Person** record is found on PIPCS, the user will need to check the information on the record against the information given on the paper claim form.

If all of the data matches, and the claimant has completed all of the mandatory fields in the form, the user will then be able to input this data to register the claim. The user must check whether the personal data provided on the paper claim form, matches the data held on CIS (pulled through onto PIPCS) for that claimant.

If the data matches and the claimant was originally registered as a **Prospect Person**, this will now need to be manually updated to a **Person** record. The process for converting a **Prospect Person** record into a **Person** record was covered in the **PIP09 PIP Claims** module.

In cases where the information received in the PIP1 does not match the information in PIPCS then the user must resolve any discrepancies by contacting the claimant or representative. Users should not attempt to update a record for a claimant until all of the required mandatory data has been obtained.

Once the record has been converted, the user can then proceed to input the paper claim.

Claimants who do not have a NINO will not have a record on CIS. Therefore they will need to remain on PIPCS as a **Prospect Person** until a NINO has been allocated to them.

No record found on PIPCS

The PIP user (Workflow team) must search for a record on PIPCS before taking any further action on the new claim. If a reassessment indicator is set in PIPCS, the PIP user should refer the PIP Part 1 to the reassessment team for their action. The majority of cases should have a Person or Prospect Person already created when the PIP1 was originally requested.

The PIP agent must check for a Prospect Person and then a Person record. Where there is no record of a Person or Prospect Person on PIPCS, so that there is a record of the claim having been received.

A Task will be set and deferred for one month. The notes for that task should record that if the task matures and the PIP1 has not been returned the CW should refer the task to the CM to consider disallowing it as a defective claim.

Reference

For further information on the considerative process for CMs regarding this, please see the relevant guidance by using the following pathway:

DWP Homepage > Operational Guidance > Personal Independence Payment > 02 New Claims Process > 14 New Paper Claim (PIP1) received – CW > Person or Prospect Person record not held on PIPCS.

Date of claim

Claimants have one calendar month from date of issue to complete and return the paper claim form to the issuing office. If returned in time, the date of claim will be the date that the claimant telephoned the Department to request the form or the date a letter requesting the form was received.

No account can be taken of the date of receipt of a PIP postal claim at any other DWP office other than the one to which the claimant was told to return the form.

Note that if a request for a paper claim is made and then subsequently superseded by a telephone claim, this could be because the department has phoned them to make a claim. The date of the claim is the date of the original request for the paper claim form.

Example:

Mr Stamp requested a PIP1 paper claim form by letter on 13/05//2013, which was issued on 15/05/2013.

What date is the claim form due back by?

Answer: 16/06/2013.

Note: For ease of calculation the CM will consider one month as 32 calendar days, that is, they will count 32 days from the day after the PIP1 claim form and the covering letter was issued.

Example:

Mrs Woodward requested a paper claim form by phone on 01/05/2013, which was issued on 02/05/2013.

What date is the claim form due back by?

Answer: 03/06/2013.

When the paper claim form is received more than one month after issue, the date of claim will be taken as the date of receipt and lateness will not be considered unless the claimant asks for backdating. Where the claimant specifically asks for an extension on the time limit (either on return of the form or later), the case will need to be manually tasked to a CM to consider if they accept that the one month time limit can be extended.

Example:

Mrs Woodward then returns the paper claim form to us on 23/06/2013. She does not provide any further information with the claim form.

What is the date of claim for Mrs Woodward's PIP claim?

Answer: 23/06/2013.

We will learn how to enter or amend a date of claim on PIPCS, later in the module.

For more information about date of claim, date of receipt and lateness, please refer to guidance by using the following pathway. This includes information about exceptions to the above (for example when the due date falls on a bank holiday).

DWP Homepage > Operational Guidance > Personal Independence Payment > 02 New Claims Process > 13 Paper claim (PIP1) received – CM

Topic 03 - Action before Launching the Script

Once the claimant's **Person or Prospect Person** record has been accessed, the user can enter the relevant details from the claim form onto PIPCS. In this topic, learners will navigate through an interactive simulation of the relevant pages that need to be completed in PIPCS. They should refer to the paper claim form throughout.

In order to complete the claim and submit, the user will launch the telephony script that is usually completed by a telephony agent when taking a new claim over the phone. The questions in the script are completed based on the information available in the claim form.

The script itself is made up of seven distinct sections:

- About You (claimant's and PAB's personal details).
- Working and Living Abroad.
- Hospital and Care Homes.
- Medical Details (including SRTI identification)
- How We Pay You.
- About Your Condition.
- Finish.

In this topic, we will step through each of these in more detail, following the order that the information appears in the script.

Checking the paper claim form

The scanned image of the paper claim form can be viewed in DRS. This can be accessed from the **Attachments** tab on the claimant's homepage. Accessing scanned documents is covered in the **PIP32 Document Repository System** and **PIP11 PIPCS Work and Task Management** modules.

Note

If a paper claim form is issued and completed in Welsh, it will be viewed in DRS in Welsh but the data will be input onto PIPCS in English.

The user should scrutinise the claim form to make sure that all of the mandatory questions have been answered before proceeding to answer the questions on the telephony script.

Activity

You may wish to allow learners time to look through a blank PIP1 to familiarise themselves with which questions are required and which are optional. Point out that some questions become mandatory based on the answers to previous questions.

For example:

On page 10 of a PIP1, if the claimant answers 'Yes' to question (a), 'Are you in hospital or a hospice as an in-patient now?' they will also need to complete questions (c), (d) and (e) on that page. If they answer 'No' they will go to question (b).

Re-use of DLA Evidence

During Reassessment and for Rising 16 claimants, the claimant may request re-use of DLA medical evidence. The majority of claimants will be asked during the initial Data Gather script if they wish us to re-use any DLA medical evidence, but claimants completing a Paper PIP1 will not have been asked this question.

When the PIP1 is received, it is important to check if the claimant has requested the re-use of any DLA medical evidence. They must be specific about the evidence they wish us to re-use. The CW must also check the claimant’s Communication record to see if they have called or requested the re-use of evidence in writing.

If there is no record of the claimant’s request, the CW must make an Outbound call to the claimant to confirm if they wish us to re-use any DLA medical evidence.

Outbound calls are explained in PIP60 Case Worker Outbound Call.

The PIP User must make three attempts to call the claimant over two days, and each attempt should be recorded on a new Communication record.

A DLA claim form is not medical evidence.

If the claimant requests the re-use of specific medical evidence, the CW will transfer the task to their TL.

If the claimant cannot be contacted after three attempts, the CW will issue General Enquiry notification PIP.3033, explaining that the claimant can request the re-use of DLA medical evidence following current guidance for the specific wording. The CW will also record ‘PIP paper claim received outbound call to claimant unsuccessful. DBD33 issued to claimant’ on DLACS in DA110 notepad.

Reference

Refer the learners to the following guidance on Re-use of DLA medical evidence.

DWP Homepage > Operational Guidance > Personal Independence Payment > 30 Reassessment > 06 Reassessment Case Worker Action > Appendix D Re-use of DLA Medical Evidence

Unanswered questions

When a claimant fails to answer a question on the PIP1, enquiries need to be made to obtain the missing information. Making enquiries is covered later in the topic. If there is the option to select **Don't Know** on the script, users should do so.

Tip

As a general rule if the claimant has failed to answer 'Yes', 'No' or 'Don't Know' on the PIP1, the user can insert Don't Know on the script, as long as they are able to proceed with the script and can then establish the answer at a later date.

There is only **one exception** to this:

If the claimant fails to answer 'Yes' or 'No' to the question 'Do you want to claim under the Special Rules for Terminally Ill people?' on page 14 and there is no other evidence on the claim form to suggest that they wish to make the claim under special rules, the user should record the answer on PIPCS as **No** on the Medical Details page.

Learners will be reminded of this exception later in the module.

In cases where the claimant does not respond clearly to the question regarding consent (by either not answering it or ticking both 'Yes' and 'No'), the user will need to contact the claimant by phone to establish whether or not they intended to tick 'Yes' on the form. If this is the case, we will need this in writing before the claim can be progressed. Therefore, the user will need to issue a form to the claimant for their signature confirming this.

Where the claimant refuses to give consent the user will need to make sure this is recorded accurately when completing the script.

For more information on obtaining consent from the claimant, please refer the learners to the guidance by using the following pathway:

DWP Homepage > Operational Guidance > Personal Independence Payment > 27 Telephony New Claims > 03 Telephony new claim data gather > PIP New Claim and DLA reassessment > consent mandatory text

Mandatory fields on PIPCS

When completing the script, some of the questions require an answer to be input before they will let the user proceed to the following page. It is important for learners to remember that if any of these mandatory questions on the telephony script have not been answered on the claim form, they will be unable to continue with the data gather script. The users will be prevented from saving data and moving on to the next page if they have not completed all of the mandatory fields on that page. An error message will appear on screen to remind learners that all fields have not been completed.

Mandatory fields in the telephony script are marked with an asterisk.

For example:

The claimant has not completed all required hospital and care homes questions. This means the user should make the relevant enquiries about these **before** entering the information on PIPCS. No pages should be left partially completed. We will cover making enquiries later in the topic.

Refer the participants to Handout 01 – Mandatory Questions.

PIPCS understands which questions are required or not, based on previous answers. When certain questions do not need to be completed, they will not appear on the telephony script.

In practice this means that the user will need to check that all conditional mandatory questions have also been completed on the claim form, before attempting to input the details onto PIPCS

Refer the participants to Handout 02 – Conditional Mandatory Questions.

Making enquiries

As users look through the paper claim form, they should make a note of any mandatory questions that were left unanswered by the claimant on the paper claim form.

If there are enquiries to be made, the user should follow the usual procedure for contacting the claimant to try and obtain the correct information. Attempt to contact them by telephone three separate times over two days. Remember to use the **Communication Record** function on PIPCS to make a note of any contact made with the claimant. This includes attempted calls as well as successful ones.

In cases where the claimant cannot be contacted by telephone, users should write out to them instead. Use the general enquiry notification (PIP.3033 except in Residence & Presence cases where form PIP.3005 should be used) to gather the information required. We allow the claimant one calendar month to return the information we have requested.

Remember that whenever a letter is sent to the claimant (and/or their representative) that is not generic; at least two copies must be printed. Mark one letter with the words ‘Copy Notification’.

Send the letter to the claimant and any other copies to their representatives as appropriate. The letter marked ‘Copy Notification’ must be sent to the Mail Opening Unit (MOU), via the workforce team for it to be scanned into DRS. This is so that there is a record on system of the exact notification that we sent out to the claimant and/or their representative.

Whenever an enquiry form is sent to a claimant (both generic and non-generic), the user must remember to:

- Set a manual task to check the return of the form with a deadline date of one calendar month after it was sent.
- Create a **Communication Record** to detail what has been sent to the claimant and when.

If the information is **not received** within the time limit, the claim should be tasked to a CM via a manual task in PIPCS as it may be considered defective because the claimant has not provided all of the necessary information required to make a claim.

When all of the relevant information is **received**, users can proceed to inputting the claim.

Launching the telephony script

When the user is confident that they have all the relevant information needed to input the claim, they can then move on to launch the telephony script.

This is done by accessing the **Applications** tab on the **Person Homepage**.

Some basic information may be pre-populated in the script as this was either pulled from CIS when the **Person** record was created, or entered manually by a PIPCS user. This will need to be checked by the user but will save them time as they won't have to input it themselves.

Navigating through the script

After launching the script, the navigation through it is fairly self-explanatory. The user can use buttons at the bottom of the screen to move to the next page, or go back to the previous one.

Users can also select **Save & Exit** to close the script. This will then present the user with two options:

1. Save the application for completion at a later date and exit out of the script.

2. Exit the script without saving any of the answers.

There is a summary screen at the end of the script where users can view all the details that have been input to check that they have been input correctly.

The questions and flow of the paper claim form are different to the telephony script. This is something to bear in mind and be aware of when inputting the claim onto PIPCS.

Simulation – Inputting a Paper PIP1

Note

A PIP1 is issued to Jane Woodward on Monday 08/04/2013. Her identity has been fully verified by the Department. Mrs Woodward returned the form in time, and it has been scanned into DRS.

As the PIP1 is barcoded, it will be scanned at the MOU and Event Service will link it to the PIPCS case, where one exists. Event Service will allocate the task (to process PIP1) to a user as per allocation rules (e.g. if there is a reassessment indicator, the case will go to a dual user).

Where no PIPCS case exists, an orphan task will be created to Workflow.

Firstly, the case needs to be opened on PIPCS and the paper claim form should be open in DRS.

PC Activity

Refer learners to the Try It mode of the simulation for this case. From here you can view a copy of the paper claim form as available in DRS. Talk them through the following steps.

In the first on screen instruction there will be a hyperlink to Jane Woodward's paper claim form. Select this to view the form as it will appear in DRS. You can scroll through this at any time during the simulation.

Activity

Look through the claim form to check all of the relevant questions have been answered by Mrs Woodward.

When the user is confident that they have all the information required, they should launch the script.

To launch the telephony script for Mrs Woodward:

- From the right hand corner of this tab, select the **New** button.
- In the window that appears, use the checkbox to select a PIP application and then **Next**.

Users will be brought to the first page of the telephony script.

This script is designed for telephony agents to use when taking claims over the phone. This means that although there are lots of similarities between the two, there are also a small number of differences, which users should be aware of. We will cover these as we go through the practice case.

PC Activity

The following information will be included in the simulation but you may wish to look through the following instructions to guide learners through the simulation. It also includes further information to support the process.

About You

On opening the script, users are brought to the Welcome screen. This is used on telephony to introduce claimants to the PIP claiming process. Therefore, users can select **Continue** to proceed through this page. There is no information to enter here.

Tip

Remember, the order of the questions on PIPCS does not mirror exactly the layout of the PIP1. Therefore, users should pay particular attention to which fields on PIPCS relate to which questions on the form.

When the claim has been made by a PAB or other third party, their details are recorded first. The rest of this section refers to the claimant. You will need to input the personal details as they appear on the claim form.

Some of the information may have been pulled through from CIS so will be pre-populated in this page. However, it will still need to be checked for accuracy. This includes information such as name, date of birth and contact details.

To help with the input of the address, PIPCS uses a function called Quick Address Search (QAS). This means that users will only need to enter a claimant’s house number and postcode and PIPCS will then perform a search which will return the street name and town details.

Users then select the correct address from a list. If the search is not successful, the address can be amended manually by the user.

Users must only record the country as England, Scotland, Wales or Northern Ireland. Users must not record Great Britain or United Kingdom as the country as PIPCS will treat it as a foreign address. The address must be amended to record the correct country.

Refer learners back to the simulation for Mrs Jane Woodward. Using the details from her PIP1, allow them time to complete the About You section of the script.

Remember to enter details accurately and select **Continue** to proceed to the next page.

Working and Living Abroad

This section of the script is covered by the questions on pages 8 and 9 on the PIP1.

There are certain questions that all claimants must complete. These fields are mandatory and must be input in the script. However, depending on their answers to these questions, certain questions in between these may also be required.

Allow learners time to look through pages 8 and 9 on the PIP1 to familiarise themselves with which questions are required. Remember to check that any follow-on questions have been answered, where necessary.

For example:

If the claimant answers ‘Yes’ to the question on page 8, ‘Have you been abroad for more than 4 weeks at a time in the last 3 years?’ they will also need to complete the rest of the questions on that page. If they answer ‘No’ they can continue to page 9.

Remember, if any mandatory questions have not been completed, the user should make the appropriate enquiries to find out the answers to these before inputting them onto PIPCS.

When all information is present, the user can complete the Working and Living Abroad section of the script.

Refer the participants back to Jane Woodward’s simulation. Allow time for learners to step through the Working and Living Abroad section of the script, inputting Mrs Woodward’s details as appropriate.

Question (a) on page 8 of the PIP1 asks about which country the claimant usually lives in. To help users input this on PIPCS; the most common answers to this question (England, Scotland, Wales and Northern Ireland) have been moved to the top of the drop down list of countries. The rest of the countries are arranged in alphabetical order.

Remember that if the claimant has not answered Yes or No to the questions on page 9, the user can select Don’t Know on PIPCS. We will find this information out at a later stage in the process.

When the claimant has answered ‘Yes’ to the question ‘Have you been abroad for more than 4 weeks in the last 3 years?’ on page 8 of the PIP1, the user must make a note of this. When the claim had been input, and the date of claim is considered, enquiries will need to be made regarding residence and presence.

When all of the details are complete select **Continue**. The system will then be able to validate the information and make sure all relevant questions have been answered. If any information has been missed, the user will receive an error message and will then have the opportunity to correct this information.

If the error cannot be corrected without an enquiry to the claimant, the user must delete all of the information they have already entered on this page and select **Save and Exit** and then **Save** to be able to return at a later date, before exiting out of the script. They must then perform the necessary enquiries, following the process outlined earlier in the module. This also applies to every subsequent page of the script.

Hospital and Care Homes

This section covers the questions on pages 10 and 11 on the paper claim form. It covers questions relating to hospitals, hospices and care homes.

Activity

Refer learners to the PIP1 to familiarise themselves with the questions on pages 10-11.

The first question on page 10 asks 'Are you in hospital or a hospice as an in-patient now?' and then 'Have you been in hospital or a hospice in the last 4 weeks?' The questions on page 11 are similar, but relate to residential and nursing care.

Depending on the answers given on the claim form, you will need to enter the information on to the telephony script in a certain way.

Refer the participants to Handout 03 – Hospital and Care Home questions.

Mrs Woodward is not in a hospital or care home at the time of the claim.

Using Mrs Woodward's details from the PIP1 complete the Hospital and Care Homes section of the script.

If the claimant is an in-patient you will need to enter the name and address of the hospital, hospice or care home that they have been admitted to. You can use the QAS function to enter the address.

The details about hospital and care home funding will also need to be input, where known.

Select **Continue** to proceed to the next section.

If any hospital or care home dates are notified to us at a later date, these can be input on the Hospital and Care Homes Evidence page. Please see the PIP24 Payability module for more details on amending evidence in PIPCS.

Similarly, if the claim form is returned after the date it should have been returned by, enquiries will need to be made after the claim has been input to find out hospital admission dates. This can be done when the date of claim is considered and amended.

Medical Details

The Medical Details section is where information about SRTI claims and HCPs is entered. It also includes whether or not the claimant has given us consent to contact the GP or any other person or organisation.

Refer learners to the questions on pages 12, 13 and 15 on the PIP1. Page 14 will be covered in the next section. Allow learners time to look through these questions.

Referring back to the simulation for Mrs Woodward, we will now complete the Medical Details section of the script.

Pages 15 and 16 of the paper claim form refer to SRTI. If the claimant has ticked ‘Yes’ or ‘No’, record this using the drop-down list.

As stated earlier, if the claimant has not completed this question, and there is no other indication in the rest of the PIP1 that they wish to claim under SRTI, the user should select No. There is no need to phone or send out an enquiry form asking for clarification from the claimant in this circumstance.

When the claimant makes a claim under the special rules they must also answer some questions about their illness and their ability to get around. This is recorded on page 16 on the PIP1.

In Mrs Woodward's case, she has not claimed under SRTI so this is not relevant but it is something learners should be aware of as these are mandatory for SRTI claims.

On page 12 of the PIP1, the claimant is asked for the name of the HCP that they see most often. Not all of this information is mandatory and so users should just input what information they can regarding name, address and phone number for this HCP.

There is a question on this page 13 asking the claimant for their consent for us to contact and get information relating to their claim from other people and organisations (such as their GP). If the claimant has ticked 'Yes' **and** signed the box, then record this using the drop-down list.

If the claimant has **either** ticked 'No' **or** not signed the box, **or** not ticked either 'Yes' or 'No', select **No** from the drop-down list.

If the claimant has ticked both boxes, this page cannot be completed at this time. The user will need to make enquiries to resolve the discrepancy.

Note

Remember, we must obtain the claimant's consent in writing. The process to follow for consent enquiries was covered earlier in the module.

When all of the fields have been completed as required, select **Continue** to proceed to the next section.

How We Pay You

This section is where the payment details for the claimant are recorded. These details are given on page 14 of the paper claim form.

In the event that the claimant has not provided their payment details on the claim form, select **No** to this question on the script. If the claimant is later awarded, we will set up a method of payment for them then.

Similarly, if the claimant has not provided all of the correct information required to complete this screen, there is no need to send out an enquiry. We will find out the correct bank details if the claimant is later awarded. This stops the claim being unnecessarily held up and will be identified when the CM completes the action on the case later in the process.

However, when the claimant has provided us with payment details, this needs to be input onto PIPCS using this section of the script.

On PIP, we will only be able to pay benefit via a Direct Payment. This means a claimant must have a valid bank, building society or Post Office card account in order for us to pay them. When the claimant does not have one of these and could not easily set one up we will pay them via the Simple Payment Service. This is also sometimes called Simple Money Transmission Services (SMoTs). Details of the SMoTS account will not be input as part of initial data gather.

In the case of Mrs Woodward, she has provided us with bank details which can be entered onto PIPCS.

Enter the **Name** of the account holder, the **Type** of account, the **Sort Code** and **Account Number**. When all of the necessary fields have been completed, select **Continue** to proceed.

Users should take extra care to input the bank details accurately and to double check that they have done this correctly before proceeding. This will help to prevent any mistakes being made with payments to the claimant.

On selection of **Continue**, PIPCS will automatically use Bank Wizard to verify that such a bank account exists and that the details entered are valid.

For more information on Bank Wizard please refer the learners to the Direct Payment Input Guide by using the following pathway:

DWP Homepage > A to Z > B > Bank Wizard > Direct Payment Input Guide

If the user has entered the details correctly, Mrs Woodward's account will be validated successfully by Bank Wizard and they will be able to progress through the script.

Accounts that cannot be validated by Bank Wizard will be highlighted to the user, via a validation message which appears after selecting **Continue**.

After receiving the error message, users should double check they have entered the details correctly from the paper claim form and make corrections if possible.

If the account still cannot be validated using Bank Wizard, remove the details that have been entered and leave this section completely blank. (You will need to change your answer to ‘Can you give us your account details now?’ from “Yes” to “No”).

When this happens, the user can still proceed without entering the bank details. We will make enquiries to find out correct details if the claimant is later awarded benefit.

Note

Check learners understand that only correct, complete payment details should be entered onto PIPCS at this point. If there are any queries with the details, they will be resolved at a later date, if the claimant is awarded.

The next stage of claiming

This section on page 17 helps us to identify whether the claimant needs any help to engage with the claiming process. The Department recognises that at any point within the PIP claimant journey, a claimant may be considered to be in a vulnerable situation.

These questions do not display to the user if the claimant has indicated that they are SRTI or if the form has been completed and signed by a PAB (or other allowable third party).

Handout

Refer the participants to Handout 04 – Additional Support Questions.

There is a maximum of three questions regarding additional support on the telephony script. However, on the paper claim form there are only two. The handout describes how to enter each question onto PIPCS.

Using the information from page 17 on the PIP1, answer the questions as appropriate for Mrs Woodward.

Select **Continue** to proceed.

Finish

This section simply provides a summary of all of the information that has been input onto PIPCS to check that it is accurate. Select **Continue** to proceed or **Edit** next to the relevant section if any details need amending.

There is then a copy of the Declaration that claimants must have signed on the paper claim form in order for it to be a valid claim. Users should select the checkbox, ‘This is my claim for Personal Independence Payment’ on PIPCS to confirm this has been done.

Allow learners a few minutes to read through and confirm these last pages of the script for Mrs Woodward.

On the last page, select **Submit** to complete the application. The claim has not been made until the user has selected this button.

Topic 04 - Discrepancy Task Action

Once the details from the paper claim form have been entered using the script and the user has submitted the claim, a discrepancy task may be raised. This task may not be directed back to the user who input the claim. Users should be aware that if this type of task is generated from submitting a paper claim rather than a telephony claim, there are just a few more steps that you may need to consider.

Most of the action to be taken on these tasks is the same as that taken after a telephony claim.

Amending date of claim

Legally, the date of claim for a paper claims is the date it was requested, providing it is returned within the appropriate timescale, however, the date of claim for every claim will be automatically set, on PIPCS, to the date that the claim was submitted, i.e. the date the user puts the information on the system, on completion of the data gather script. In effect, this means that every paper claim will hold an incorrect date of claim until the CM modifies the date.

The PIP user inputting the paper claim information will have to raise a manual task to the CM to change the date of claim.

For more information about the action to take on these tasks, please refer the learners to the guidance on the action for Discrepancy tasks that are raised as a result of a paper claim by using the following guidance:

DWP Homepage > Operational Guidance > Personal Independence Payment > 01 Workflow and Task Management > 01 Workflow and Task Management > Discrepancy Tasks

Module Summary

After completing this module learners should be able to:

- state the circumstances under which a paper claim form (PIP1) may be issued
- recognise a valid paper claim form
- search for a **Person** or **Prospect Person** record on PIPCS
- input the information from the paper claim form (PIP1) onto PIPCS
- apply the changes made to the case, and activate the evidence for that claim.