

HMPS III Health Retirement (IHR) – Simplified End to End Process Flow

Please see the Occupational Health Services User Guide (on MyServices) for full information.

This document will help you understand the end to end process for III Health Retirement (HMPS only).

Further information is available on the MyServices IHR Pages: https://myservices.justice.gov.uk/noms/my-services/leaving_us/ill-health-retirement

IMPORTANT – PLEASE READ

- **Line Managers must not send any IHR paperwork directly to HML under any circumstances. (Note: HML PO number: 21070152803)**
All paperwork must be routed via the CS HR Casework Team or OH Assist as they provide the interface with HML.
- The Line Manager must ensure that an HR Case Manager is assigned at the point where dismissal is being considered, if not already assigned.
- See MyServices for Guidance on applications where the employees life expectancy is less than 12 months.
- **HR Case Managers Advice Line (MAL): 0345 010 8010**
This dedicated advice line for managers is open Monday - Friday between 8am – 6pm, or email the [CS HR casework team](mailto:CSHRcaseworkteam@hmps.gov.uk).
- **OH Assist Helpdesk: 0330 008 5144 or hmps@ohassist.com** (Monday to Friday between 10am to 4pm)

Step 1 – Submit OH referral indicating it is for IHR

- Line Manager initiates an Occupational Health (OH) referral with OH Assist by signing up for an online OH Portal account and making a referral (www.myohportal.co.uk), selecting the “Performance & Attendance Management” service line and then “OH Advice IHR”; ensuring that the employee is aware of it.

Step 2 – OH Advisor (OHA) / OH Physician (OHP) Consultation

- OH Assist arranges an appointment with an OH Advisor (OHA) and then a OH Physician (OHP) with the employee; updating the Line Manager on appointment dates and times.
- Employee has consultation.

Step 3 – OHP Recommendation & Governor Decision

- If the OHP report does not recommend IHR, the Line Manager informs employee of their right to progress to IHR referral.
- Line Manager informs Governor and Governor decides to progress to a formal meeting and must seek professional HR advice from their assigned HR Case Manager.
- If the employee insists on proceeding to IHR consideration, please see the OH user guide & My Services for further details re: IHR09 form.
- If the OHP report recommends IHR, proceed to Step 4.

Step 4 – IHR 1 Form (Part 1)

- Line Manager informs Governor that OHP recommends IHR.
- Line Manager sends IHR1 form, part 1, to employee to complete. The Line Manager should encourage employee to read the relevant guidance (link on My Services or copied and sent to the employee if they are not at work).
- Employee completes IHR form part 1 and returns to Line Manager.

Step 5 – IHR 1 Form (Part 1 & 2), IHR 3 Form & Processing by HR Case Management

- When the employee returns the completed part 1, Line Manager completes part 2 of the same IHR 1 form, completes the new IHR3 form available on MyServices, attaches OHP report, Job Description and sickness absence details and forwards all (by scanning and email) to HR Case Management at: CSHRCasework-BOS@hmps.gsi.gov.uk
- HR Case Management receive all paperwork from manager (as above) and send all to OH Assist by scanning and secure email/OH Portal, for onward referral to HML and request IHR Pension Estimate from MyCSP (**Line manager MUST NOT send directly to HML**).
- OH Assist receive documentation, attach relevant medical notes and reports and forward all to HML via the HML Portal system.

Note on Step 5

Please Note – HR Case Management verify that all sections have been completed on both parts 1 and 2 of the IHR1 form and the new MyServices IHR3 form, and that all additional documentation has been provided. If the application is incomplete, or the employee has not provided consent, the form is sent back to the referring manager as “untransactable”.

See page 2 of this document for some top tips for achieving “transactability”.

Step 7 – HML Decision

- HML conclude case and send decision (approval/rejection certificate) & report to Case Manager and Line Manager and copy of report to the employee – NB, the employee may be sent a copy of the report before it is sent to the Case Manager and Line Manager if they have requested this.
- Case manager and Line Manager receives outcome certificate and report.
- Case manager provides advice on next steps if required.

Step 6 – HML Review

- HML perform paper based review and may request further medical evidence (FME) and/or may arrange face to face consultation with employee as required and inform employee and Case Manager.
- Employee receives update from HML (FME or face-to-face consultation) and attends appointments where required.

Step 9 – Appeals or Dismissal

- If medical retirement is not granted, the Employee can make an IHR appeal (see MyServices for details). Governor makes decision on next steps/nature of dismissal, and updates Case Manager with outcome of meeting.
- If medical retirement was granted but is not accepted by the employee, Governor makes decision on next steps/nature of dismissal, and updates Case Manager with outcome of meeting.
- Leavers process is initiated by Line Manager (see My Services for details).

Step 8 – Line Manager Review

- Line Manager receives documentation, and agrees with Governor next steps (arranges formal meeting to discuss IHR outcome).
- Please note - where employee has already left, the Governor / line manager is responsible for contacting the ex-employee directly with IHR decision.
- **If medical retirement is granted and accepted by the employee, this concludes the IHR process.**
- If medical retirement is not granted or granted but not accepted by the employee, please see Step 9.

HMPS III Health Retirement (IHR) – Top Tips for Managers

Please see the Occupational Health Services User Guide (on MyServices) for full information.

7 Top Tips to be HMPS IHR Application “Transactable”

Tip 1 – Scanning and attaching multiple documents

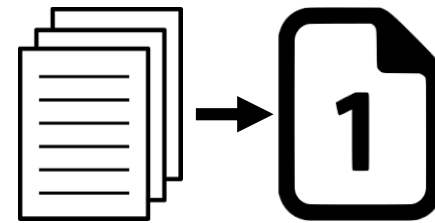
- If you have several documents, please **do not** scan these into one PDF attachment. If you have 5 separate documents, these need to be scanned and attached as 5 separate PDFs.
- Please check the clarity of any documents you have scanned and make sure nothing is missing.
- The total size of all documents should not exceed 50mb.



- Several different documents **must not** be scanned into one attachment. If they are different documents, they must be scanned separately and saved as separate documents.

Tip 2 – Scanning individual documents with multiple pages

- If one of your documents has 20 pages, please **do not** scan it into 20 separate documents. This can happen if you have a flat bed scanner. You should try to use a scanner with a document feeder function for this. Ask your People Hub if they can help with this if you do not have a scanner with a document feeder.
- Alternatively, you can scan individual pages, import each page into a Word document and then export it as one PDF document.
- Please check the clarity of any documents you have scanned and make sure nothing is missing.
- Each attached document should not exceed 10mb in size.



A document with multiple pages **must** be scanned into **one attachment, not** several separate attachments. Try using a scanner with a document feeder.

Tip 3 – Make sure all forms are signed and dated

- Even if an employee is not in work, all forms must be signed and dated to give the required legal consent to proceed.



All forms must be **signed and dated**

Tip 4 – Missing documents

- Make sure you attach the required supporting documents. This includes the OHP report, the employee’s job description and absence history.



Check list - Make sure you attach the:

- **OHP report**
- **job description**
- **absence history**

Tip 5 – Hard copy documents

- **Do not** send hard copy documents to CS HR Casework.



Digital by default.
Do not send hard copy documents to CS HR Casework.

Tip 6 – Quality check the information you have provided

- Make sure that all of the information you provide is correct (e.g. correct pension scheme, personal information, dates, etc). Significant delays to the process are caused by incorrect information being supplied.



Quality check the information you provide is correct.

Tip 7 – Do not go directly to HML

- **Do not go directly to Health Management Ltd (HML) with HMPS Civil Service Pension IHR applications.**
- **All applications should go via:**
- CS HR Casework: CSHRCasework-BOS@hmps.gsi.gov.uk



Do not go directly to HML with IHR applications.

MyServices IHR Pages: https://myservices.justice.gov.uk/noms/my-services/leaving_us/ill-health-retirement