

NPS 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 (NPS only). Please see other helpful tips on page 2. Further information is available on the MyServices NPS IHR Pages: https://myservices.justice.gov.uk/noms/my-services/leaving_us/ill-health-retirement2

IMPORTANT – PLEASE READ

- The Line Manager must ensure that an HR Case Manager is assigned at the point where dismissal is being considered, if not already assigned.
- Applications where the employees life expectancy is less than 12 months are fast tracked.
- **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](#).
- **OH Assist Helpdesk: 0330 008 5144 or hmpps@ohassist.com** (Monday to Friday between 10am to 4pm)
- **OH Assist Pensions Team: 0330 123 0282 or LGPS@ohassist.com** (Monday to Friday between 9am to 5pm)

Step 1 – Compensation Estimate & Submit OH referral

- 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.
- The Head of LDU / Business Unit must request a “Compensation Medical Inefficiency Estimate” using the MyServices form (see link above) and submitting this to the NPS Pension Casework Team at SSCL (NPSpensioncasework@sscl.gse.gov.uk).

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 and may be asked to give consent for Further Medical Evidence (FME) to be obtained from their GP or consultant, if required.

Step 3 – OHP Recommendation

- If the OHP report does not recommend IHR, the Line Manager informs employee of their right to progress to IHR referral.
- If the employee insists on proceeding to IHR consideration, they need to do so via the Independent Registered Medical Practitioner (IRMP) who is currently OH Assist; informing their LDU Head of their action .
- If the OHP report recommends IHR, proceed to Step 4.

Step 4 – Likely to be eligible for IHR & OH Assist IHR Form

- Line manager completes parts 1, 2, 3 of the “NPS IHR pension application form”
- Employee completes and signs all parts of the IHR consent form and returns to line manager.
- Line manager must complete section A of the P72 Medical Practitioner Certificate
- **If the employee does not give their consent, the LDU Head may proceed to a formal meeting.**

Step 5 – Oh Assist IHR Form & Processing by HR Case Management

- If the employee gives consent, the Line manager attaches the OH Assist IHR form, the OHP report, Job Description, sickness absence details and completed Section A of the P72 Medication Certificate (except if at normal / state pension age) and forward all (by scanning and email) to HR Case Management at: CSHRCasework-BOS@hmpps.gsi.gov.uk
- The Line Manager should confirm the employee's length of service.
- HR Case Management receive all paperwork from the line manager (as above) and send all to OH Assist Pensions Team (also known as the Independent Registered Medical Practitioner).

Note on Step 5

Please Note – HR Case Management verify that all sections have of the LGPS IHR application form have been completed 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 “transactability”.

Step 6 – OH Assist Pensions Team Review

- OH Assist 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 updates from OH Assist (FME or face-to-face consultation) and attends appointments where required.

Step 7 – OH Assist Outcome / Recommendation

- The IRMP concludes the case and send a Section B of the P72 and rationale letter to the OH Assist pensions team who send the outcome to HR Case Management 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 if they have requested this.
- Case management request payroll data from SSCL: (npspensioncasework@sscl.gse.gov.uk)
- Case manager advises the line manager on next steps.

Step 8 – If IHR has been supported by the IRMP

- Case Manager sends the P72, rationale for recommendation, report and NPS Authorisation form to the HMPPS panel for a decision to be made at: Tracy.Phelan@noms.gsi.gov.uk
- HMPPS panel makes a decision to award IHR or not to award IHR, and informs the Case Manager.
- Case manager informs line manager & LDU Head of panel decision and sends them the P72.
- LDU Head makes a decision on next steps/nature of dismissal, and updates Case Manager.
- Line manager informs employee of panel decision - this must be in writing and they should inform the employee of their right of appeal (see My Services for full details and template letter).
- Line manager should send the P72 Certificate and SOPHR111 IHR Notification to SSCL and instigates the exit procedure.

Step 9 – If IHR has not been supported by the IRMP

- The line manager must discuss with LDU Head and inform the employee that IHR has not been supported by the IRMP, inform them of their right of appeal and advise them of next steps in the leavers' process (documentation will not be sent to the HMPPS panel).
- Where the employee has already left, LDU Head/line manager must contact the ex-employee with the IHR recommendation.

NPS 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 NPS IHR Application “Transactable”

Tip 1 – Scanning and attaching multiple documents

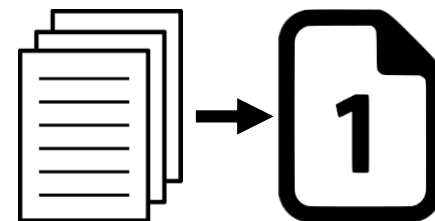
- If you have several documents, please **do not** scan these into one PDF attachment. If you have 5 separate documents, these need to be scanned and attached as 5 separate PDFs.
- Please check the clarity of any documents you have scanned and make sure nothing is missing.



- 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 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 or Divisional 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.



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 GMPF

- **Do not go directly to Greater Manchester Pension Fund (GMPF) with NPS IHR applications.**
- **All applications should go via:**
- CS HR Casework: CSHRCasework-BOS@hmps.gsi.gov.uk



Do not go directly to GMPF with IHR applications.



MyServices NPS IHR Pages: https://myservices.justice.gov.uk/noms/my-services/leaving_us/ill-health-retirement2