War Pension Scheme Treatment Expenses Claim - Customer Journey

1. Start - Following War Pension Award customer submits completed claim form to Veterans UK 2. Veterans UK acknowledge receipt of claim form, usually within 5 working days 3. Caseworker reviews claim to identify evidence required to make a decision

4. Evidence will be gathered from one or more of the following, if not already provided:

5. Travel

tickets

you

receipts e.g

train or bus

provided by

at any point during their claim, this may be obtained from Veterans UK Helpline:
UK - 0808 1914218 or
Overseas - +44 1253 866043

Note: Should customers require assistance

or by email to: Veterans-UK@mod.gov.uk

Note: If Veterans UK are unable to finalise their decision making at 3 months after receipt of the claim, a progress update will be sent to the customer and every 12 weeks thereafter until claim completion

11. Claim referred for policy/ legal advice if required

10. If medical input is required a qualified medical advisor is consulted for advice

6. Medical Evidence obtained directly from hospital or where treated, by post, email or phone 7. Additional information from the customer e.g Fit notes, Hospital discharge letter, Loss of earnings

Note: During processing of your claim, you may receive requests for further information to assist with your claim

9. Once all requested evidence/ advice received in Veterans UK it is passed to caseworker for discretionary decision making 8. Reminders issued for all types of evidence/advice if not received within 4 weeks of request

13. Case passed to decision implementation team

14. Treatment expenses decision letter sent to customer without appeal rights - End of Process

15. Treatment Allowance decision letter sent to customer with appeal rights - End of Process

Note: Only Treatment Allowance decisions hold appeal rights, any other treatment expenses considered do not hold appeal rights

12. Decision

made. There

are 2 types of

Award made

decision:

ClaimDisallowed