## 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:

Note: Should customers require assistance at any point during their claim, this may be obtained from Veterans UK Helpline:

UK - 0808 1914218 or Overseas - +44 1253 866043

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



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



11. Claim referred for policy/ legal advice if required 10. If medical input is required a qualified medical advisor is consulted for advice

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