

# Immediate Care Plan

## Application Process for Advisers

1. Download the latest Care Fees Plan Questionnaire (CFPQ)	This is available from: <ul style="list-style-type: none"><li>• MDG (<a href="http://www.medicalsdirectgroup.co.uk/our-services/immediate-care-plan/">www.medicalsdirectgroup.co.uk/our-services/immediate-care-plan/</a>)</li><li>• Directly from each provider</li></ul>
2. Complete the CFPQ and send it to MDG	The Form can be <ul style="list-style-type: none"><li>• Faxed (0844 443 5234)</li><li>• Emailed: (<a href="mailto:icpapps@medicalsdirectgroup.co.uk">icpapps@medicalsdirectgroup.co.uk</a>)</li><li>• Posted (see over)</li></ul>
3. MDG will arrange for medical reports to be obtained and sent to each provider	See overleaf for a more detailed view of what's involved.
4. Each provider will underwrite your client and send you a personal Quotation with all the relevant documentation	Each Provider will normally only underwrite once <b>all</b> the relevant medical reports have been received.
5. If your client wishes to purchase an ICP, complete all the relevant documents for your chosen provider and return it to them	Each Provider will have its own requirements, so check these carefully with the one you have selected

# Immediate Care Plan Quotation Process

In order to provide you with a Personal Quotation, each Provider requires a medical report from your client's GP, and potentially a Care Manager's Report from their Care Home.

In order to streamline the process of obtaining these Reports the Providers have agreed the format of the reports that will be used by GP's and care providers.

The Providers have appointed MDG to collect these medical reports on their behalf and to forward copies of these to them when they are received.

The following process has been agreed with MDG to obtain the Reports as quickly as possible:

## **A Care Fees Payment Questionnaire is received by MDG from the adviser**

- Working Day 1**
- The questionnaire is processed by a combination of MDG and the Provider:
- If there are any outstanding requirements, the Providers will contact the adviser immediately
  - When the requirements are received, the Questionnaire is processed by MDG within 1 working day
  - If there are no outstanding requirements, the relevant medical reports are requested the same day by MDG, and confirmation of this is sent to the adviser

- Working Days 6+**
- The GP and/or Care Home are contacted every 5 working days:
- MDG check that the requests have been received
  - MDG try to understand when the Medical Reports are likely to be completed
  - MDG alternate between phoning and faxing to try to progress the case
  - If no response is received after 30 days, MDG will contact the adviser to confirm this, whilst continuing to try to progress the case with the GP and/or Care Home

## **Medical information is received**

- Working Day 1**
- Once all Medical Reports are received, they are sent to the Providers within 1 working day
  - Please note, that the Providers are unable to underwrite your client until all Medical Reports are received
  - Any query from a GP or Care Home is actioned within 1 working day
  - If Medical Report cannot be provided, we will contact the adviser



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