



# Continuing Healthcare Appeals Service

## About us

**MLCSU has a team of clinical and administrative staff with ten years' experience of dealing with Continuing Healthcare Appeals.**

We currently provide services to five regional Integrated Care Boards (ICBs). We are one of the largest providers of a CHC appeals service managing 345 appeals during 2022. We have established an excellent working relationship between our Appeals Team, NHS England and the Parliamentary Health Service Ombudsman, with excellent feedback having been received on our local review processes, presentation of evidence files and our representation at panels.

## Our team

Our team includes registered nurses qualified in adult mental health and general nursing and social workers. We additionally have access to specialist children's and learning disability nurses, as required. The administrative team is highly skilled in managing appeal requests and the business team support by producing bespoke reports for each region, highlighting financial risks and processing reimbursement payments where required. Our team has significant experience in planning and managing the transfer of services from providers, successfully integrating and merging processes and completing projects for regions needing support with their backlog of cases.

## Our service offer

We can deliver this service as part of a commissioned end-to-end All Age Continuing Care Service, or we can provide this service on a bespoke basis to meet the needs of the ICB, which can also be funded on a case-by-case basis if required.

### Appeals service

- **Triage:** Receipt, written consent, triage application. Information gathering. Collation of relevant records. Clinical Review
- **Local Resolution Meeting with applicant:** Final Decision Support Tool (DST), recommendation. Eligibility decision – finalised with the ICB
- **Restitution payment:** Calculate and process a payment.

### Independent Review

- To administratively record and process Independent Review requests
- Review the Independent Review request
- Prepare and submit the case file in line with NHS England requirements
- Allocate a clinician to prepare and represent the case at NHS
- Complete any post Independent Review correspondence and action plans
- Calculate the value of a restitution payment to an individual.

## Why choose us?

### Vision:

We have a clear vision centred on providing a timely and effective service to both our ICB customers and to the individuals requesting a review

### Experience:

We have experience in service delivery across a large geographical area. Our skilled team can manage small and large-scale projects for partners

### Expertise:

Our combination of subject matter expertise in clinical, business and financial elements of the retrospective process means we can meet the changing needs of our customers. Our relationship with NHSEI demonstrates their assurance of the processes we follow and satisfaction with how we manage our cases

### Recognition:

Complimentary feedback from NHSEI, representatives, and individuals highlights how our service is held in high regard by others.



# Continuing Healthcare Appeals Service

## Our approach



### Standardised practices

Ensuring equity across all appeal cases. Ensuring that the NHS CHC Framework is adhered to and providing input and guidance to individual teams.



### Governance

Our quality monitoring system identifies good and poor practice providing a feedback loop. We ensure compliance with statutory requirements.



### Relationships

We have working relationships with those who store and keep individual records. We work with each CHC locality team to communicate issues linked to appeal cases. We attend ICB quality assurance meetings to present our reports and discuss their caseload.



### Influence

The team will continue to work with NHSEI – attending their events and presenting at Independent Review meetings.



### Integration

Our experience in system-wide integration and collaboration facilitates a consistent approach to joint working, resulting in processes which deliver for partners, individuals and their representatives.

## Our promises to you

### We will ensure that:



The individual and their representatives are the focus of our work, with the aim of delivering a timely outcome of their review



We support our staff team to ensure we can continue to provide a skilled, knowledgeable workforce



We will listen and work in a collaborative way with customers and system partners to provide subject matter expertise in the delivery of quality and excellence in your service.

## Individual feedback



*We would like to thank you for expediting the results of the CHC review. We are all absolutely delighted with the outcome. I was really impressed with the way it was carried out and would like to acknowledge your team's support."*