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Your face-to-face assessment

You need to have a face-to-face assessment as part of your claim.

Will I be seen by a qualified healthcare professional?

Yes. A fully qualified healthcare professional who works for Atos Healthcare will carry out your face-to-face assessment. All their healthcare professionals have wide medical experience. They also have special training to carry out your type of assessment.

The face-to-face assessment is specifically designed to find out about how your illness or disability affects you in your everyday life.

It will not be the same as an examination carried out by the doctor or consultant who treats your condition.

What do I need to bring to my face-to-face assessment?

Please bring:

- your appointment letter
- proof of identity. This can be your passport or three other different types of identification such as a birth certificate, driving licence and a utility bill
- any hospital appointment or admission letters
- tablets or other current medication, such as inhalers
- any medical aids, such as walking aids, hearing aids, glasses and contact lenses
- your own audio recording equipment, if you are providing this yourself in accordance with the guidance on www.gov.uk

How long is the face-to-face assessment?

Your time with the healthcare professional is usually between 20 and 60 minutes.

Atos Healthcare will do their best to start your face-to-face assessment at the right time. If for any reason it is delayed, the receptionist will let you know.

You may notice people who arrive after you being called to their assessment before you are. This is because different healthcare professionals do different types of assessment.

Can I claim travel expenses?

If you have to travel to a face-to-face assessment, Atos Healthcare will pay your travel expenses.

You can claim the cost of public transport from your current address.

If you choose not to travel by public transport, Atos Healthcare will be able to help with your fuel costs if you use a private vehicle. If there is no parking at the assessment centre, they will be able to refund the cost of parking.

Please contact Atos Healthcare if you can only travel by taxi. You may be able to claim taxi fares if you have a letter from a medical professional who is treating you explaining why your medical condition means that you cannot travel by public transport.

Atos Healthcare cannot help with any charges from your medical professional for providing the letter. Send the letter to Atos Healthcare and they will contact you to tell you if they can pay your taxi fares. Please do not travel by taxi without agreement.

You can get a claim form for expenses at the assessment centre. The receptionist will help you fill in the form. Bring all your travel tickets and receipts.

Atos Healthcare will pay any expenses into your bank or building society account. Please bring your bank name, sort code and account number with you.

Atos Healthcare do not pay expenses in advance or in cash, or into a Post Office® card account.

Who can come to the face-to-face assessment?

You can bring a relative, carer or friend to the face-to-face assessment. A member of Atos Healthcare staff can be present at the assessment, if you or the healthcare professional would like one to be there.

If you need to bring your children with you, please also bring someone to look after them while you are having your assessment.

Can I have my assessment audio recorded?

Claimants can ask to have their face-to-face assessment audio recorded and all requests will be accommodated where possible. However, there is no legal right to an audio recorded assessment. The Department for Work and Pensions (DWP) and Atos Healthcare have no legal obligation to provide an audio recording service or equipment.

If you would like either to ask Atos Healthcare to audio record your assessment or to audio record the assessment yourself, you must contact Atos Healthcare in advance to arrange it. Requests must be made in advance and cannot be accommodated if made on the day.

Details of how to contact Atos Healthcare are on **page 7** of this leaflet. More information about audio recording of face-to-face assessments is available on the Atos Healthcare website **www.atoshealthcare.com/claimants** or at **www.gov.uk**

What happens after my face-to-face assessment?

Jobcentre Plus will use the report to help to decide if you can keep getting benefit or credits. They will also look at things you have told them and any reports sent by other people, like your doctor.

Please remember

The healthcare professional who does your face-to-face assessment does not make the decision about your benefit or credits.

You can find out more about the assessment by visiting

www.atoshealthcare.com/claimants

If you want a copy of your report

You are entitled to see the report completed by the healthcare professional. If you want a copy, contact the Jobcentre Plus office that deals with your claim. To get their phone number, phone **0800 055 6688** and follow the instructions.

If you have speech or hearing difficulties you can contact Jobcentre Plus using a textphone on **0800 023 4888**.

When and how to contact Atos Healthcare

Please contact Atos Healthcare now if:

- you will have problems getting to the assessment centre.
- you are unable to come for your face-to-face assessment on the date and at the time shown in the letter. Atos Healthcare need to know why you are unable to attend and arrange another date for your assessment. You can rearrange your appointment, but please note that this can only be done once to comply with the DWP process.
- you would like to request an audio recorded assessment or would like to audio record your assessment yourself. Please contact Atos Healthcare **as soon as possible** to allow arrangements to be made.
- you need a sign language interpreter. Atos Healthcare can provide one for you. Please let Atos Healthcare know no later than two days before your assessment.
- you need a language interpreter. Let Atos Healthcare know and they will provide one. Please let Atos Healthcare know no later than two days before your assessment. Or you can bring a friend or relative who can translate for you, as long as they are at least 18 years old
- you will need help at the assessment centre or will have specific needs during the assessment

- you feel that you can only do the face-to-face assessment with a healthcare professional of the same sex. For example, on cultural or religious grounds. Atos Healthcare will try their best to provide one for you, but this may not always be possible.

You can call Atos Healthcare on **0800 2888 777**. Lines are open 8am to 8pm Monday to Friday and 9am to 5pm Saturday.

If you have speech or hearing difficulties you can contact them using a textphone on **18001 0800 2888 777**.

Calls to 0800 numbers are free from BT landlines but you may have to pay if you use another phone company or a mobile phone, or if you are calling from abroad.

Atos Healthcare provide a telephone translation service if you want to talk about your assessment in another language.

Atos Healthcare can only help you if you have questions about your assessment.

If you have any other questions about your benefit, contact the Jobcentre Plus office that deals with your claim. To get their phone number, phone **0800 055 6688** and follow the instructions.

If you have speech or hearing difficulties you can contact Jobcentre Plus using a textphone on **0800 023 4888**.

The service Atos Healthcare provide

If you are unhappy with the service Atos Healthcare provide, please tell them as soon as possible. Speak to a member of Atos Healthcare staff or ask for a leaflet about customer care. If you make a complaint, it will not affect your claim for benefit.

Atos Healthcare will always treat customers fairly and equally. They expect their staff and healthcare professionals to follow professional standards of politeness and respect for individuals, and to aim for high standards of customer service.

In return, Atos Healthcare expect their customers to treat them with respect. They will not tolerate abusive or threatening behaviour towards their staff and reserve the right to stop a face-to-face assessment and will immediately report any incidents of abusive or threatening behaviour to the appropriate authorities.

