

A guide for Stakeholders



Atos Healthcare is changing its name to Independent Assessment Services

Our new name and look doesn't affect the PIP process and DWP will continue to make a decision on PIP claims. However, we understand it may raise some questions for claimants.

That's why we've put together this short guide to help you understand what's happening, why we've changed and what to say to those you represent, who might ask you to help explain the change.

We're fully aware the PIP claim process can sometimes be complex, but we hope this guide will help you clarify what we do so you can be confident you have all the relevant information.



Why the change?

Following an independent review of the PIP assessment journey claimants experience in December 2014, Paul Gray recommended a number of changes to claimant communications to the Department for Work and Pensions (DWP) and Assessment Providers.

After consultation with DWP and reviewing our communications, we have introduced a new business name that better represents the work we do independently assessing PIP cases.

We believe Independent Assessment Services does this because:

- It makes it clear that we are 'independent' providers, distinct from DWP
- 'Assessment' explains the service we deliver assessing PIP cases more clearly than 'healthcare' does

Our new logo still clearly shows Atos' ownership of the service we provide. In addition, the simple new design works well across a range of media and claimant-facing communications.

What does this mean for claimants you represent?

It's important to remember that when it comes to PIP, it's very much business as usual – nothing is changing. Appointments arranged through Atos Healthcare still stand, assessments are still carried out in the same way and benefit payments are unaffected. However, it's quite normal for claimants to have questions during a period of change.



Questions claimants may ask and how to answer them.

Does this mean PIP is changing too?

No. There are no changes to the PIP process, including any appointments you have made with Atos Healthcare, how the assessment is carried out, or benefit payments. DWP will continue to make a decision whether you will or won't get PIP.

Does this affect all PIP claimants?

No, only PIP claimants in the geographical areas covered by Atos. It does not change PIP communications and services from DWP or from Capita Business Services Limited.

PIP is complex enough, isn't this more confusing?

All Independent Assessment Services communications will clearly state that your letter is about PIP and that Independent Assessment Services are delivered by Atos on behalf of DWP.

My letter is from Atos Healthcare – what should I do?

Whenever these sorts of changes are introduced, it takes some time for old forms and letters to be removed from circulation. If you have a form or letter that still refers to Atos Healthcare, there is no need for a new one. You should respond to the letter and other communication from Atos Healthcare as instructed.

What happens to my Atos Healthcare appointment?

You will continue to attend your consultation appointment at the same consultation centre Atos Healthcare asked you to attend. The letter you have from Atos Healthcare or Independent Assessment Services will tell you where you need to go.

I need to change my Atos Healthcare appointment. Who do I contact now?

Please ring the telephone number on the letter you received. Our Customer Services number will remain the same.

Will I still be able to request a home visit?

Yes. The criteria and procedures for arranging a home visit will remain the same as they are now.

What about my benefit payments?

The procedures for claiming PIP will not be changing either. DWP will continue to make a decision on your benefit claim and entitlement.

What's happening to Disability Living Allowance (DLA)?

Please remember DWP are ending DLA for most people, so if claimants decide not to continue with a PIP claim any DLA they receive will stop. If someone has a concern about DLA ending, you can refer them to this helpful [DWP factsheet](#) for all the information they need.

Independent Assessment Services role in PIP

We conduct PIP assessments for DWP. Our job is to help DWP understand how someone's health condition or disability affects their daily life.

As independent assessors, it's important to distinguish what we do from what DWP does:

1



DWP first **register the claim** from the claimant

2



DWP pass the claim information on to us and **we open a case**

3



In each case we carry out an **initial evaluation**

4



We carry out our **assessment...**

20% of claimants are processed by Paper Based Reviews

20% of claimants are visited in their homes

Remaining 60% are seen at our Consultation Centres

5



We write our **assessment report**

6



We pass the **case back to DWP**

7



DWP make their decision, looking at the claim and its supporting evidence...

Our assessment report is only one part of this supporting evidence

Changes to our website

As part of the name change, we have designed and created a brand new website – **mypipassessment.co.uk** – with improved accessibility, increased functionality and a wealth of useful resources. In response to Paul Gray’s recommendations on the claimant experience, our new website

address has been chosen to make it easy to remember and because it clearly promotes what we do. In addition, much of our website traffic will come from navigational searches and claimants will easily find our site if they search for PIP assessment.

Accessibility

It is crucial that our new website meets the relevant web accessibility standards, with respect to best practice required by Government, standing legislation and, most importantly, its users. We have ensured the website can be accessed by disabled users, as well as on a variety of devices, screen sizes, browser types and so on.

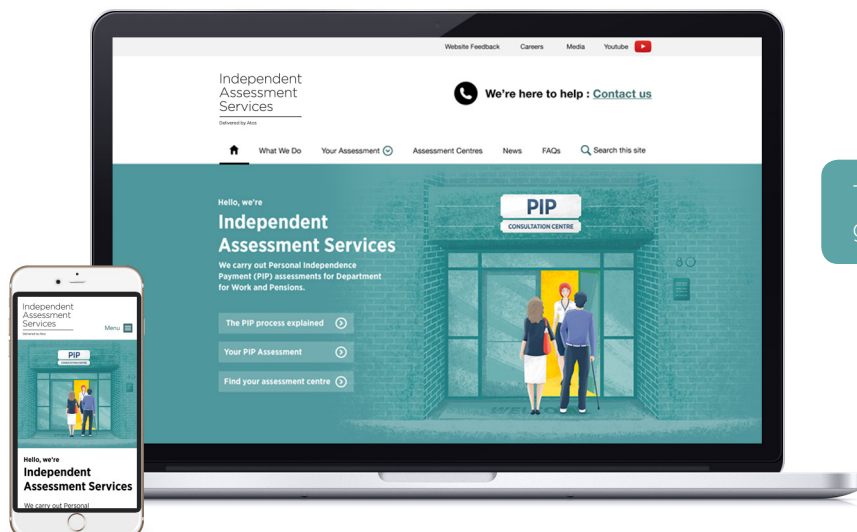
The new Independent Assessment Services website now has a best-in-class user experience for all audiences, while the design is optimised for both desktop and mobile devices. Interaction and navigation are now far more user-friendly, and we have a new easy-to-read format with a clearer, simpler tone of voice.

There is also the ability to analyse how visitors are using the site, meaning we can pinpoint exactly how it can be improved on an ongoing basis.

New features

As well as having better accessibility, our new website is also more functional. Here are some of the main new features and the benefits of these for both claimants and representatives.

- With GMAPS functionality on desktop and mobile claimants can now find all the Consultation Centres in their area. Detailed travel itineraries accompany these.
- Our new Postcode Look Up function provides claimants with the most appropriate Customer Services contact number.
- There is a clear step-by-step guide to the assessment process; for before, during and after assessments.
- A new and improved FAQ section is also categorised for before, during and after assessments.
- Independent Assessment Services and Capita areas of operation are now clearly signposted, as are the contact details for both.



To see all our changes for yourself,
go to **mypipassessment.co.uk**

How to get in touch

This map shows the areas Independent Assessment Services cover across the UK. Should you need to get in touch with someone in your area, contact details are provided below.



by phone (if based in Scotland and North of England):
0300 3300 120



by post:
Independent Assessment Services
PO Box 1006,
Stockton-on-Tees, TS19 1UL



by email:
pip-customerservice@atos.net



online:
www.mypipassessment.co.uk



by phone (if based in London and South of England):
0300 3300 121

