



Convalescent Benefit Checklist

Convalescent Benefit is now administered and validated by the regional finance team in each region. Please forward any claim to your regional finance team.

Before you start:

- Is the member in your region? Send to the relevant Regional Finance Team to administrate the benefit.
- Are all sections of the form completed, including being signed by a doctor?
- Has the member's condition lasted for a period greater than 2 weeks?
- Has the member's condition occurred in the last 12 months?
- Is the member's condition a new complaint or, in case of long term absence, the condition has exacerbated?
- Has two years passed since their previous convalescent claim?

If member is still in employment

- Does the member have 26 full weeks membership, paying at an Enhanced Scale (Full time, Part time or Low Pay), appropriate to their employment status and is less than 6 weeks in arrears at the time of the incident/illness? NOTE Part Time members DO NOT have their Convalescent benefit halved to one week. They receive the same as Full Time and Low Pay which is up to 2 weeks stay.
- Has the member's condition prevented them from work and are still absent from work at the time of the application?

Retired- Before 1st August 2010

- Member can attend every two years as long as they join RMP scale and meet the criteria in the "before you start" section.
- Free Card and Retired Free members can only claim this benefit once after 1st September 2015 unless they join RMP. If they join RMP they can attend every two years as long as they meet the criteria in the "before you start" section.
- Will a period of Convalescent rest expedite the member's recovery?

Retired – On or after 1st August 2010

- RMP members can attend every two years as long as they meet the criteria in the "before you start" section and have paid 26 weeks Enhanced Membership prior to their retirement.
 - Unless they retired prior to 31st March 2015 (and after 1st August 2010) and have not joined RMP by 31st March 2015. If this is the case they are not entitled to Convalescent Benefit
- Free Card and Retired Free members who retired on or after 1st August are not entitled to Convalescent benefit or able to upgrade to RMP to receive it.
 - The only way to be eligible is to change to an Enhanced Scale (FT, PT or Low Pay) for 26 weeks and then continue on that scale or join RMP after the 26 weeks have been completed.
- PLEASE NOTE, members on an Enhanced Scale (FT, PT or Low Pay) who are about to retire now and would like to keep their entitlement for Convalescent Benefit must join RMP straight away.

Processing Benefit

- Fill in the Regional Validation section (section 2) on the Convalescent Benefit Form. Please tick all the boxes if applicable, circle where necessary and sign and date the form.
- Enter benefit on SB Client as **Pending**. Enter the F3 key on any field to see a list of options.
 - Convalescent Home = EB.
 - Claimed date = Date you enter benefit (TODAY'S DATE).
 - Start date = Enter Today's Date (this will be changed by the View Hotel when they speak to the member to arrange their stay so the date doesn't really matter)
 - Convalescent Nights = Enter number they request on Convalescent Form
 - Status = In all cases must be "P" for Pending.
 - Condition Code: Choose from a list of medical codes. If there is a condition that the member has and it is not on the list email richard.jones@unitetheunion.org
 - Body Code: Choose from a list of body codes. If a new body code is required please email richard.jones@unitetheunion.org. If the condition does not require you to enter a body code choose "same as condition".
- PLEASE NOTE: It is very important that the Claimed Date is Today's date and the status is pending. This is because the View Hotel in Eastbourne will receive a report daily for all pending claims. This will show all outstanding claims. By having claimed date as the date you have inputted the benefit, The View Hotel will be able to see how old the claim is.
- The Regional Validated Convalescent Benefit form should then be scanned and uploaded to the documents tab on the membership record on Stratum. DO NOT mark as private.
- Whilst IT systems are being updated please can you send the scanned applications to reservations@theviewhoteleastbourne.com until The View Hotel is able to access the documents tab on Stratum.
- TIP: It may be an idea to create an electronic "Convalescent" file where you can store all your Convalescent Benefit forms. This is a good idea as a backup and allows you to quickly access the file if something goes wrong uploading the document onto Stratum.

The View Hotel – Completing the benefit

- The View Hotel will receive a daily report of all Convalescent Benefits with claims entered the previous day.
- The View Hotel will contact the member and arrange the dates of their stay.
- The View Hotel will update the Convalescent Benefit on the membership system and change to Accepted if a Convalescent stay can be arranged. The Hotel may also reject a claim in some circumstances such as the member cannot stay at certain dates or they change their mind.

Please Note:

- Members should remain on the scale that has allowed them to claim convalescent benefit for the duration of the stay. For example Enhanced members must stay on that rate until their stay is over. They may be able to claim remission benefit 7 days after their stay. The only exceptions are a FC or RF member who retired prior to 1st August 2010 can join RMP. Also Enhanced members can change from Full Time, Part Time and Low Pay and still receive Convalescent but must stay on an Enhanced version of the 3 categories listed. Enhanced members can also change to RMP during their claim and remain eligible.