

If you call us, please have the answers to your security questions ready

www.gov.uk/universalcredit

Telephone: 0800 328 5644
Textphone: 0800 328 1344

Your Universal Credit claim

We need to find out more about your health condition

06 March 2019

Dear [redacted]

We need to find out if your disability, illness or health condition affects your ability to work or carry out work-related activity.

If we decide you aren't capable of work, we won't ask you to search or be available for work. If we also decide you aren't capable of work-related activity, you'll get extra money.

What happens next

The Health Assessment Advisory Service (working for us) will send you a questionnaire. You'll need to fill this in, giving details about any physical or mental health conditions you have and how they affect you.

If you don't return your questionnaire we may not have enough information to assess your capability for work. This means you may have to do more to receive Universal Credit. This could include being available for work, searching for work and preparing for work.

If you need an assessment

After we've received your questionnaire, you might be asked to go for a work capability assessment.

The Health Assessment Advisory Service will contact you to arrange an appointment. The person assessing you will want to find out how your disability, illness or health condition affects you in everyday life.

How to contact us

Use your journal to contact us if you have any questions or you need a large print, Braille or audio version.

You can also call
0800 328 5644

It's important you go to your assessment. It helps us decide if you can get extra Universal Credit and whether you'll need to look for work or do anything to prepare for work.

After your assessment, we'll let you know if you're entitled to any extra Universal Credit

Tell us about any changes

You must tell us straight away using your journal if there is a change in your circumstances. For example, you need to tell us if you have a new health condition or your existing health condition gets better or worse.

If you give wrong or incomplete information or you don't report changes straight away you may be paid more or less money than you should. You will have to pay back overpaid money when told to do so. You could also be prosecuted or need to pay a financial penalty. If we pay you less money than we should we may pay you this money back including any arrears due.

More information

Visit the Health Assessment Advisory Service website at **www.chdauk.co.uk** to find out about work capability assessments.

Visit **www.chdauk.co.uk/videos** for a video example of an assessment.

Yours sincerely,

Universal Credit

If you disagree with a decision

You can ask us to explain why

You, or someone who has the authority to act for you, can phone us or use your journal to request a written explanation. You'll need to do this within **one month** of the date of this letter.

You can also ask us to reconsider a decision

Tell us if you think we've overlooked, or you've more, information that affects the decision. Do this within **one month** of the date on this letter.

When we've looked at what you've told us, we'll send you a letter to tell you what we've decided and why. We call this letter a 'Mandatory Reconsideration Notice'.

When you've done this you can appeal

If you disagree with the Mandatory Reconsideration Notice, you can appeal to a tribunal.

You must wait for the 'Mandatory Reconsideration Notice' before you start an appeal.

Equality and Diversity

We are committed to treating people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. Please contact us if you have any concerns.

Find out how we collect and use information

Visit www.gov.uk/dwp/personal-information-charter

Call charges

Calls to 0800 numbers are free from landlines and mobiles.