

# Mobility Allowance (MOB) Medical Reviews 008-10030010

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## Background

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This document outlines information for Mobility Allowance (MOB) Medical Reviews. These reviews ensure customers have continuing eligibility.

## Lodgement of MOB reviews

MOB reviews lodged at a service centre must be scanned **on the same day** the documents are received.

## **Review selection**

Customers are selected for a Mobility Allowance Medical Review (MA002R) **only** if they have been:

- previously assessed at new claim, or
- as part of a previous review as having an inability to use public transport without substantial assistance for an extended period (one year or more)

Medical evidence must be provided to assist in determining if the customer's inability to use public transport without substantial assistance is permanent, for an extended period (one year or more) or there is no inability to use public transport.

# Issue and return of medical reviews

The customer has 21 days to return the medical review form. If the form is not returned within 21 days of the:

- first request, a second request is automatically sent allocating another 21 days
- second request, payment is automatically suspended
- suspension, MOB is automatically cancelled

# Outcome of the review

The customer's MOB may be continued, if they still have a disability that prevents them from using public transport:

- without substantial assistance
- permanently, or

• for an extended period of time

An extended period of time is a period of one year or greater. If the inability to use public transport is permanent, no medical reviews is issued after the time the permanent inability is recorded on the customer's record.

If the customer no longer has a disability or if they are able to use public transport, <u>cancel their MOB</u> <u>payment</u>.

If there is insufficient medical information provided to make a determination about continuing eligibility, the customer may need to provide more information.

The <u>Resources</u> page contains links to the forms online.

## **Related links**

Eligibility for Mobility Allowance (MOB)

Assessing medical evidence for Mobility Allowance (MOB)

Mobility Allowance (MOB) reviews

Mobility Allowance (MOB) Employment/Training Reviews

Accepting paper Mobility Allowance (MOB) claims, reviews and claims for Advance Payment

Service Component Search (PQCS) and Service Component National Search (PQNS) screens

Service Components by number

Alternative letter formats for customers with a disability or medical condition affecting their vision

Identifying a package of services for vision impaired customers

#### Process

For Service Officers in service centres and Mobility Allowance National Team (AMW)

This page contains information about lodgement and assessment of the Mobility Allowance (MOB) Medical Review form.

#### On this page:

Assessment of medical reviews

Finalise the activity

## Assessment of medical reviews

Table 1

Step	Action
1	Scan reviews upon return + Read more

	Reviews must be scanned immediately upon return. Check the form is completed and signed.
	To access MOB, select the ISS system and in the <b>Nxt</b> field, key <b>SVMOB</b> to view the <b>Act</b> field.
	After the review is scanned to the record, the medical review activity will be removed from the Future Activity List ( <b>FAL</b> ) screen to prevent an automatic second request, suspension or cancellation occurring.
	MOB reviews are allocated via Workload Manager.
	Medical reviews for MOB are set up if the <b>Inability to Use Public Transport</b> field on the Mobility Misc. Circumstance ( <b>MOCD</b> ) screen is keyed as ' <b>C</b> ' (Conversion) or ' <b>E</b> ' (Extended period).
	To process the review, <u>go to Step 2</u> .
2	Check Mobility Allowance (MOB) status + Read more
	Check the MOB payment status. If the status is:
	• current (MOB/CUR), <u>go to Step 4</u>
	• 'suspended - did not return review form' (MOB/SUS-SNR), go to Step 3
	• 'cancelled - did not return review form' (MOB/CAN-SNR). If the review form is returned within 13 weeks of the cancellation date, and the customer:
	<ul> <li>has been entitled to MOB since the date of cancellation, action review and restore MOB. <u>Go to Step 5</u></li> </ul>
	<ul> <li>has not been eligible for MOB since cancellation or the cancellation date is more than 13 weeks in the past, the customer must re-claim. Procedure ends here</li> </ul>
3	Status is suspended (MOB/SUS-SNR) + Read more
	The restoration <b>must</b> be done using the activity set by the system, to mature and cancel MOB 21 days after the suspension occurred.
	'S'elect the reassessment ( <b>REA</b> , keyword ' <b>MER</b> ') activity from the Future Activity List ( <b>FAL</b> ) screen. This will stop MOB being automatically cancelled 21 days after the suspension.
	<u>Go to Step 5</u> .
4	Status is current (MOB/CUR) + Read more
	If the review form has been scanned or uploaded, on the Activity List (AL) screen, 'S'elect the medical review (MER) activity.

	<b>Note:</b> if the returned review not yet been recorded, the activity will be on the Future Activity List <b>(FAL)</b> screen.
5	Assess the medical evidence + Read more
	If there is insufficient medical information provided to make a determination regarding continuing eligibility, request further information from the customer. See <u>Assessing</u> <u>medical information for Mobility Allowance (MOB)</u> . <u>Go to Step 6</u> .
6	Outcome of the medical review + Read more
	To record the outcome of the medical review, 'S'elect either the MOB/MER or MOB/REA activity from the Activity List (AL) screen.
	Go to <u>Step 1 in Table 2</u> .

# Finalise the activity

# Table 2

Step	Action
1	Select the required screens + Read more
	The Mobility Allowance Task Selector (MOTS) screen automatically selects the:
	Mobility Allowance Misc. Circumstances (MOCD) screen
	Medical Condition Details (MC) screen, and
	Assessment Results (AR) screen
	'S'elect additional screens as required. For example, if MOB is suspended, select the Benefit Action (BA) screen to restore the payment if required.
2	Update selected screens + Read more
	Press [Enter] to move through the selected screens and update as required.
3	Medical Circumstances Detail (MC) screen + Read more
	Update this screen if required:
	• for the <b>Type</b> field, the valid values for MOB are:
	• <b>PRM</b> - Permanent medical condition
	• <b>TMP</b> - Temporary medical condition, or
	• <b>REC</b> - Recurring medical condition

	<ul> <li>for MOB, only the following values may be keyed into the Assigning Professional field:</li> </ul>
	• HSA - Medibank Health Solutions medical advisor
	• <b>MSP</b> - Medical services provider.
	o <b>ODR</b> - Other doctor
	• <b>TDR</b> - Treating doctor, or
	o APL - Review or appeal
	• Event Date, this change will be the date the MA002R is signed
	<ul> <li>once the required changes have been made, or it is determined that no changes are required, press [Enter]</li> </ul>
4	Mobility Misc. Circumstance (MOCD) screen + Read more
	It is mandatory to key a value in the <b>Inability to Use Public Transport</b> field on a new event line. Valid values are:
	• <b>P</b> - Permanent inability to use public transport
	• E - Extended inability to use public transport
	<ul> <li>N - No inability to use public transport either permanently (PRM) or for an extended period</li> </ul>
	Determine and key the correct value.
	The <b>Event Date</b> will be the date the MA002R is signed, Press [Enter].
	<b>Note</b> : it is not necessary to re-code any existing data in other fields as the system will automatically fill in the other fields.
5	Check results of the assessment + Read more
	When the Assessment Results ( <b>AR</b> ) screen displays, check the <b>AR</b> accurately reflects the results of the reassessment.
6	Complete the activity + Read more
	Finalise the activity via the <b>AR</b> screen.
	Record the details on a <b>DOC</b> .
7	Process the work/training review + Read more
	Ensure the service update is completed in <b>PQSS</b> .
	As medical reviews are generally issued at the same time as work/training reviews, it may be necessary to process the work/training review.

If a work/training review has not yet been lodged, procedure ends here.

# References

# Policy

Social Security Guide, 3.6.6, MOB - Qualification & Payability

Social Security Guide, 6.2.5.90, MOB Reviews

# Legislation

Links to the Federal Register of Legislation go to a 'Series' page. Select the 'Latest' version.

Social Security (Administration) Act 1999, section 63, Requirement to attend Department etc

Social Security Act 1991, section 1035, Qualification for Mobility Allowance (rate specified in subsection 1044(1))

# Resources

## Forms

Medical Report – Mobility Allowance Review (MA002RM)