HOW WILL MY **CLAIM** BE MANAGED BY APEX?

APEX MEDICO

01 The claimant will enter their personal and accident details on the OIC portal and a unique Medco reference will be supplied.

02 The claimant selects the MRO they wish to use – in this case Apex Medico.

03 The OIC portal will generate a list of MROs or DMEs for the claimant to choose from depending on which option they have selected.

04 Apex will contact the claimant using the details provided to the OIC portal, to discuss availability and book the medical appointment.

05 Apex will send the claimant the appointment details. This may be via email and within 2 business days of Apex receiving your instruction.

06 The claimant will attend the medical appointment and the doctor will begin to prepare the medical report. If you are unable to make your appointment please call us on 0161 212 1142 to re-arrange your appointment. Our customer service team is available to help Monday to Friday, 8am to 8pm.

07 The doctor will provide Apex with the report and it will be quality checked. If there are any errors it will be returned to the doctor for these to be corrected.

08 Within 5 business days. Once the report has been finalised, it will be uploaded on to the OIC portal for the claimant to review.

09 If the report is agreed, the OIC portal will give the claimant options to release the report to the insurer. In the event you have been requested to see a specialist i.e., an orthopaedic or psychologist, you will need to speak to the compensator through the Offical Injury Claims portal to arrange this.

You will be provided with your report to review within the Official Injury Claims Portal to check the report is correct. If there are amendments requested by the claimant, Apex will contact the doctor to review these. Once any agreed changes have been made the report will be relased to the OIC portal for the claimant to check again.

10 If the report is agreed the OIC portal will give the claimant options to release the report to the insurer.

11 The insurer will then make an offer for your compensation.