



Claims Management Evidence Services

Independent Medical Examinations

Service Description

3d offers a comprehensive independent medical reports and records service. Reports are prepared by medical experts covering all specialities across the UK. All requests and reports are audited by an experienced claims assessor and/or rehabilitation nurse to ensure that the client receives a high quality report on every occasion.

Main Beneficiaries

- Insurance Companies
- Friendly Societies

Service Delivery

- All services are received, handled and processed through the internal and external systems “Merlin” and “Promis”
- Instructions are received through Merlin’s web interface using a secure authentication
- Updates and case tracking are available online and through automated emails
- All documents received are scanned and immediately available online
- If requested, documents can be sent in hard copy format

Compliance

- All reports are quality checked to ensure that all questions are answered and that the report is fit for purpose
- All quality checks are made by an experienced claims assessor and/or rehabilitation nurse
- 360 degree feedback to all specialists
- The online service is fully authenticated and secure using the latest in online encryption technologies.

Related Services

- Home Visit
- GP / Specialist
- Rehab and Diagnostics

Service Levels

- On 90% of cases 3d will adhere to the following service levels:-

< 24 hours = receive instruction and send acknowledgement

< 5 days = Agree on appointment with claimant

< 35 days = Appointment conducted - report checked, scanned and sent to customer.