



ANNEXURE A: DELIVERABLES AND SERVICE LEVELS

No.	What is required	Responsibility of the Service Provider	Frequency	Response Time	Location	Output	Service Credit expressed as percentage of amount at risk
1.	<p>Support incapacity leave referrals for:</p> <ul style="list-style-type: none"> • Specialist Medical opinion, and • Therapist medical opinion 	<p>Will be required to refer SARS cases to a relevant medical specialist or therapist for an independent medical opinion as requested or specified by the SARS Occupational Medical Practitioner (OMP).</p>	<p>As and when required</p>	<p>Independent specialist or therapist report opinion must be delivered within 6 weeks.</p> <p>Contact for an appointment with the specialist must occur within 1 – 7 days of the referral, subject to the employee's availability</p>	<p>National - this includes remote sites, small towns and rural areas.</p>	<p>A complete specialist or therapist report with medical opinion and recommendations.</p> <p>Specialist or therapist opinion or report if feedback occurred telephonically (1 page medical opinion only).</p>	<p>20 %</p> <p>10%</p>



No.	What is required	Responsibility of the Service Provider	Frequency	Response Time	Location	Output	Service Credit expressed as percentage of amount at risk
2.	Support incapacity leave referrals to a specialist or therapist for an independent medical opinion where an applicant does not agree with a medical panel outcome.	Service provider to source a second opinion as requested by the SARS OMP. This is in respect of appeals lodged by applicant and that require a second independent opinion.	As and when required	Report or opinion to be submitted within 6 weeks to SARS OMP or IMP (Independent Medical Practitioner).	National - this includes remote sites, small towns and rural areas.	A complete specialist or therapist report with medical opinion and recommendations	20 % 10%
3.	Support the incapacity leave and medical panel referrals for specialist or therapist opinion or report	Service provider specialist or therapist to refer SARS cases to a relevant specialist or therapist for a “work-related” effectiveness opinion and report as requested or specified by the SARS IMP.	As and when required	Specialist or therapist report or opinion to be submitted within 6 weeks. The specialist or therapist contact for an appointment must occur within 7 days of the referral, subject to the employee’s availability.	Availability of all specialist or therapist services. National - this includes remote sites, small towns and rural areas.	Occupational therapist opinion A complete specialist or therapist report with medical opinion and recommendations Service provider opinion or report if feedback occurred telephonically (1 page Occupational therapist	20 % 10%



No.	What is required	Responsibility of the Service Provider	Frequency	Response Time	Location	Output	Service Credit expressed as percentage of amount at risk
						opinion only) – crux / core issues.	
4.	Incapacity Ill – Health Retirement Referral	Service provider refers incapacity SARS cases to a relevant specialist or therapist for an independent medical opinion for the purpose of incapacity ill-health retirement.	As and when required	<p>Independent specialist or therapist report opinion must be delivered within 6 weeks.</p> <p>The specialist or therapist contact for an appointment must occur within 1 – 7 days of the referral, subject to the employee's availability.</p>	National - this includes remote sites, small towns and rural areas.	A detailed Ill-health retirement report or opinion.	<p>20%</p> <p>10%</p>