



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.	Support incapacity leave referrals for: <ul style="list-style-type: none">• Specialist Medical opinion, and• Therapist medical opinion	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).	As and when required	Independent specialist or therapist report opinion must be delivered within 6 weeks. Contact for an appointment with the specialist must occur within 1 – 7 days of the referral, subject to the employee's availability	National - this includes remote sites, small towns and rural areas.	A complete specialist or therapist report with medical opinion and recommendations. Specialist or therapist opinion or report if feedback occurred telephonically (1 page medical opinion only).	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
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>