

For the attention of all EZ providers

6 May 2009

Dear Provider,

It has been brought to our attention that some of you may not be using the correct EZ codes when participants transfer from one provider/ zone to another whilst on Stage 2. Please refer to the following guidance which clarifies when the transfer code (EZ0067) should be used.

Stage 2 Transfer Guidance

When an EZ participant is on stage 2 and moves from one provider/ zone to another an EZ0067 (transfer code) **must** be used so that a further Stage 2 payment is not generated.

If an EZ participant fails to attend on Stage 2 then the appropriate clock stop code (e.g. CSO901) should be used. If the same participant returns to Stage 2 within 182 days then a CS9000 (end of clock stop) should be used followed by an EZ0069 which enables the customer to return to previous stage with the same provider

If the participant returns to complete the balance of time with another provider/ zone then an EZ0067 (transfer code) must be used so that a further Stage 2 payment is not generated.

The above guidance relates to all voluntary & mandatory client groups which will ensure that only one Stage 2 payment is made for each 182 day stage 2 cycle.

DWP will seek to recover any overpayments made to EZ Contractors as a result of incorrect use of codes as soon as possible.