

How to:

Opt-In to provide medical reports for unrepresented claimants

Date: 28 April 2025

Owner: MedCo Registration Solutions

Document History	
Version	Date Published
1.0	10 March 2021
2.0	28 April 2025

Introduction

The aim of this document is to provide support for Direct Medical Experts (DMEs) and Medical Reporting Organisations (MROs) on how to apply to Opt-In to provide medical reports for unrepresented claimants.

It should be read in conjunction with the MedCo communication published 10 March 2021 (updated 28 April 2025) entitled **Whiplash Reforms - The Opt-In process for DMEs and MROs**. The communication can be found in the [News and Updates section](#) of the MedCo website.

How to Opt-In

All DMEs and MROs must read and accept a supplemental user agreement and must be audited against the additional criteria and rules set by the Ministry of Justice.

Once an application has been received DMEs and MROs will be contacted by MedCo to progress the application and where appropriate arrange a suitable time for audit.

To submit an application to Opt-In, follow the steps below;

Step 1

Download and review the Government response detailing the supplemental QC for MROs and Rules for DMEs that must be met in order to pass an audit.

- **DMEs - [MedCo: Revised Rules and audit process for direct medical experts \(from 6 April 2025\)](#)**
- **MROs - [MedCo: Revised and new supplementary qualifying criteria \(from 6 April 2025\)](#)**

Step 2

Download and review the relevant MedCo Audit Guide

- **DMEs – [Audit Guide - Rules Specific to DMEs Authorised to Accept Instructions from Unrepresented Claimants](#)**
- **MROs – [Audit Guide - Qualifying Criteria for MROs Providing Unrepresented Claimants Reports](#)**

Important:

- **It is recommended that you do not apply to Opt-In until you are ready and prepared for an audit.**
- Audits will be offered on a first come first served basis. We will provide 7 days notice of an audit.

- If you are not able to accommodate your allocated audit appointment you will join the back of the queue and your audit will be re-scheduled.
- Re-audits as a result of a failed application will not be re-scheduled for a minimum period of 3 months from the outcome decision date.

Step 3

Download and review the relevant supplemental User Agreement and new Financial Links definition

- **DMEs** - [Supplemental User Agreement](#)
- **MROs** - [Supplemental User Agreement](#)
- [New MoJ statement on Direct Financial Links](#)

Step 4

Submit an application to Opt-In online via your MedCo account.

Having completed Steps 1-3 above and gathered all your evidence and completed your preparation you will be ready to submit an application. The application process will be online via your MedCo account.

Please do not telephone or make applications via email.

To submit an application, you will need to log in to your MedCo account and follow the steps in **Annex A**

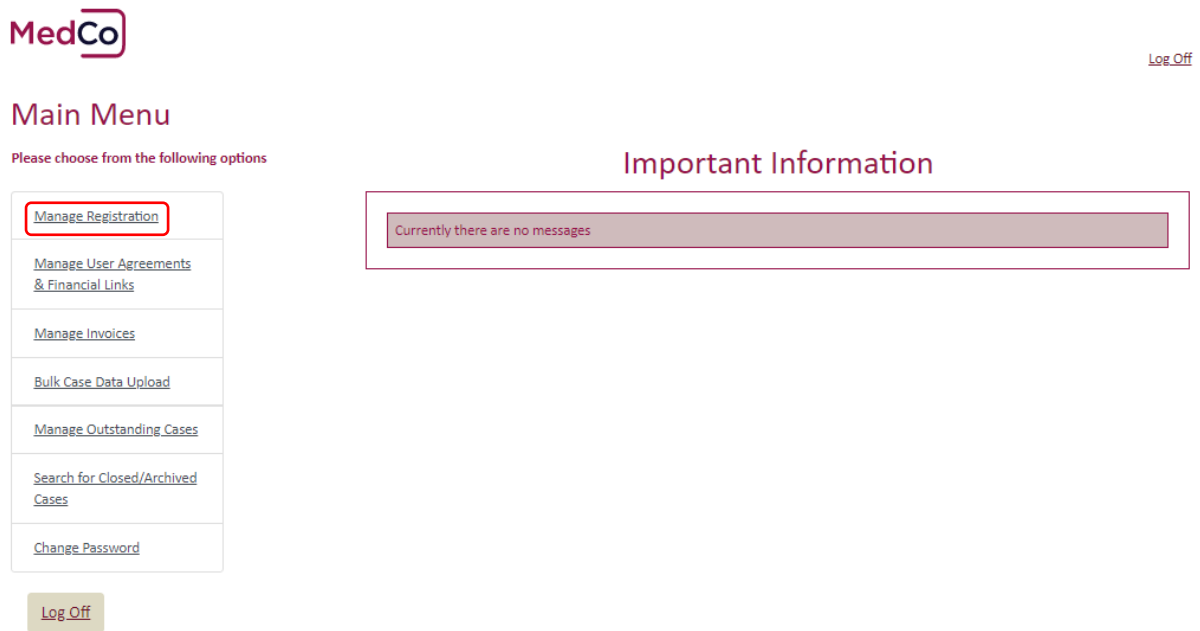
Once your application shows as **Pending** this is confirmation that your application has been received.

The next contact from MedCo will be from the audit team who will contact you 7 days prior to your scheduled Audit date.

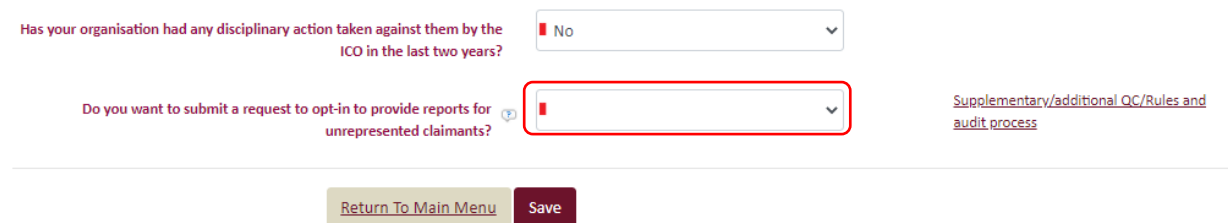
Annex A

To Opt-in for unrepresented claimants, follow the steps below:

1. Login to your MedCo account and select the **'Manage Registration'** option from the menu.

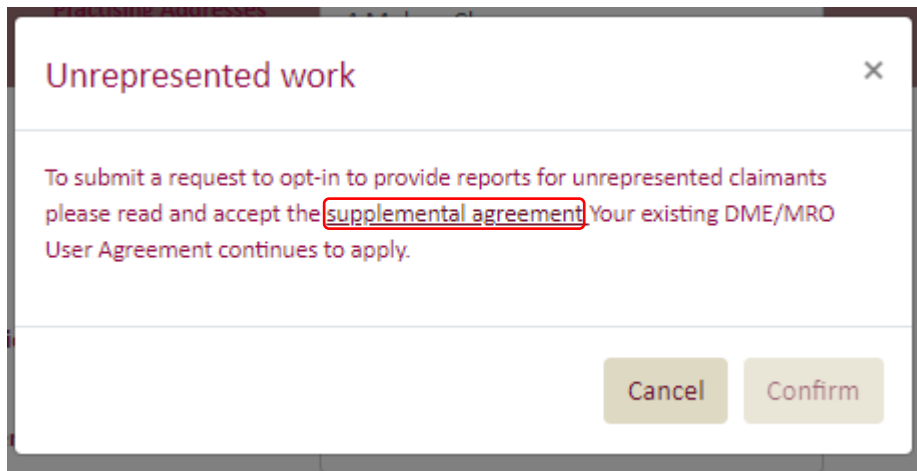


2. Scroll to the bottom of the Edit Registration page, select **Yes** to the question **"Do you want to submit a request to opt-in to provide reports for unrepresented claimants?"**

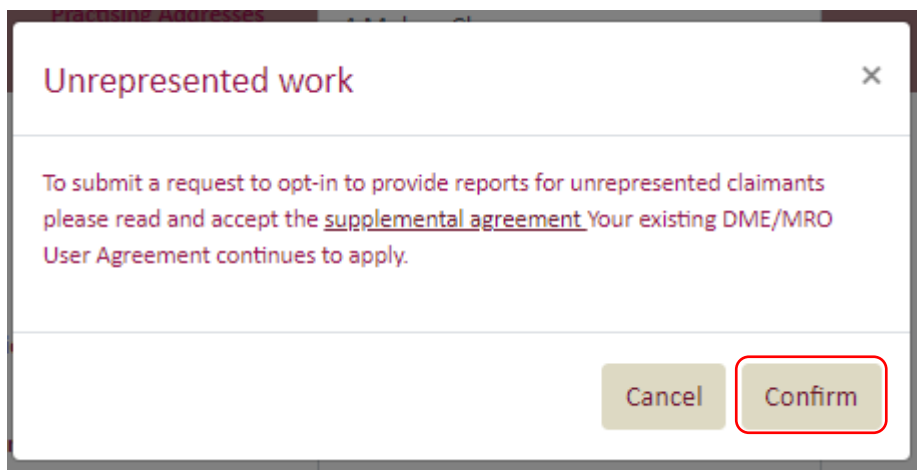


3. In the pop-up box that appears click on the hyper linked words "**supplemental agreement**" to open and view the supplemental agreement.

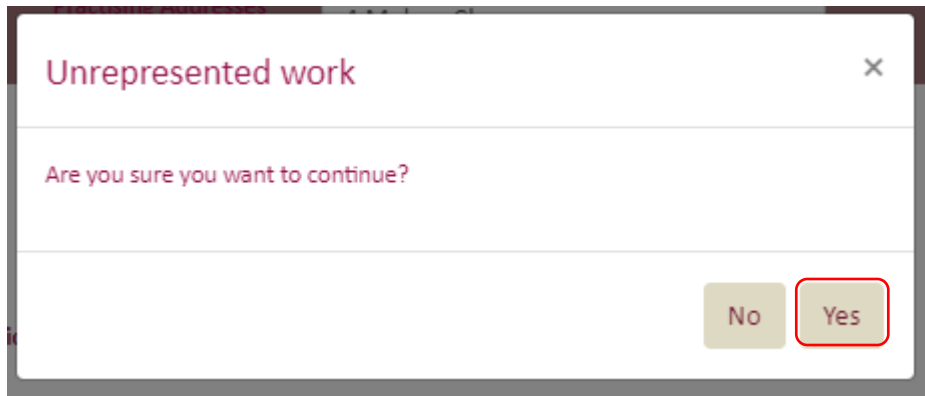
Note: the supplemental user agreement will open in a new window on your browser



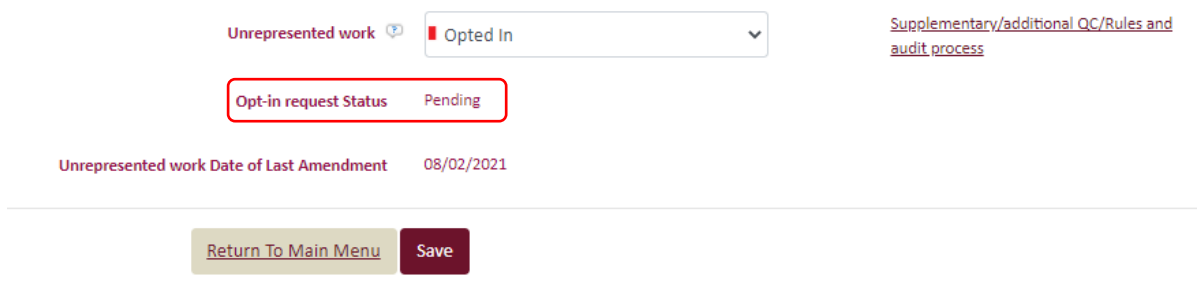
4. Read and/or download a copy of the supplemental user agreement for your own records.
5. Once you have read the agreement return to the browser window showing your MedCo account and select **Confirm** in the pop-up box



6. You will be asked to confirm you are sure? Select **Yes** to continue.



7. Your **Unrepresented work** Opt-in status will change and will now display as **Pending**.



The completion of these steps and the display showing your application as **Pending** means your application to Opt-in has been received and will be processed.

Next steps

Following the submission of your application, the request will be passed to the Audit Team who will process the application and contact you as set out in the relevant Audit Guide.