

Macmillan Online Grants Portal – User Guide

The online portal for applying for a Macmillan Grant has been updated to reflect changes to the grants process. The process now makes applying for a grant much quicker.

This document is to look at the changes that have been made to the portal and also the changes that have been made to the eligibility criteria for a Macmillan Grant.

We have attached screenshots to this document to show you each of the stages of the grant application as viewed on the portal. We have also provided screenshots of the errors that will appear if you enter information incorrectly or if the criteria is not met.

Key changes include no longer needing to:

- include the income or expenditure details of a patient
- attach medical evidence
- complete a medical report page

The Grants Dashboard

The dashboard is where you can check the progress of a Macmillan Grant application, or start a new application.

As you can see from the screenshot below, there have been no changes made to the dashboard.

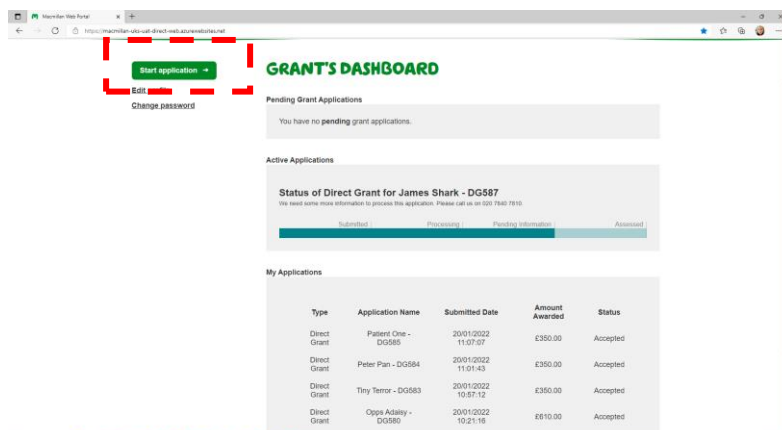
The 'Active Applications' section of the dashboard will show the status of your Direct Grant application. The status of the application can be:

- submitted
- processing
- pending info (you should receive an email from WRTMacmillanGrants@macmillan.org.uk advising you on the information that is missing from the grant application)
- assessed

The 'My Applications' section of the dashboard allows you to see applications that have been assessed and the decision that was made on the application. The status will either be:

- accepted
- rejected

You can also see the application name which includes the cancer patients name and the grant reference number, the date that the grant was submitted and the amount awarded.



To make a new application for a client, please click on 'Start application' on the top left hand corner.

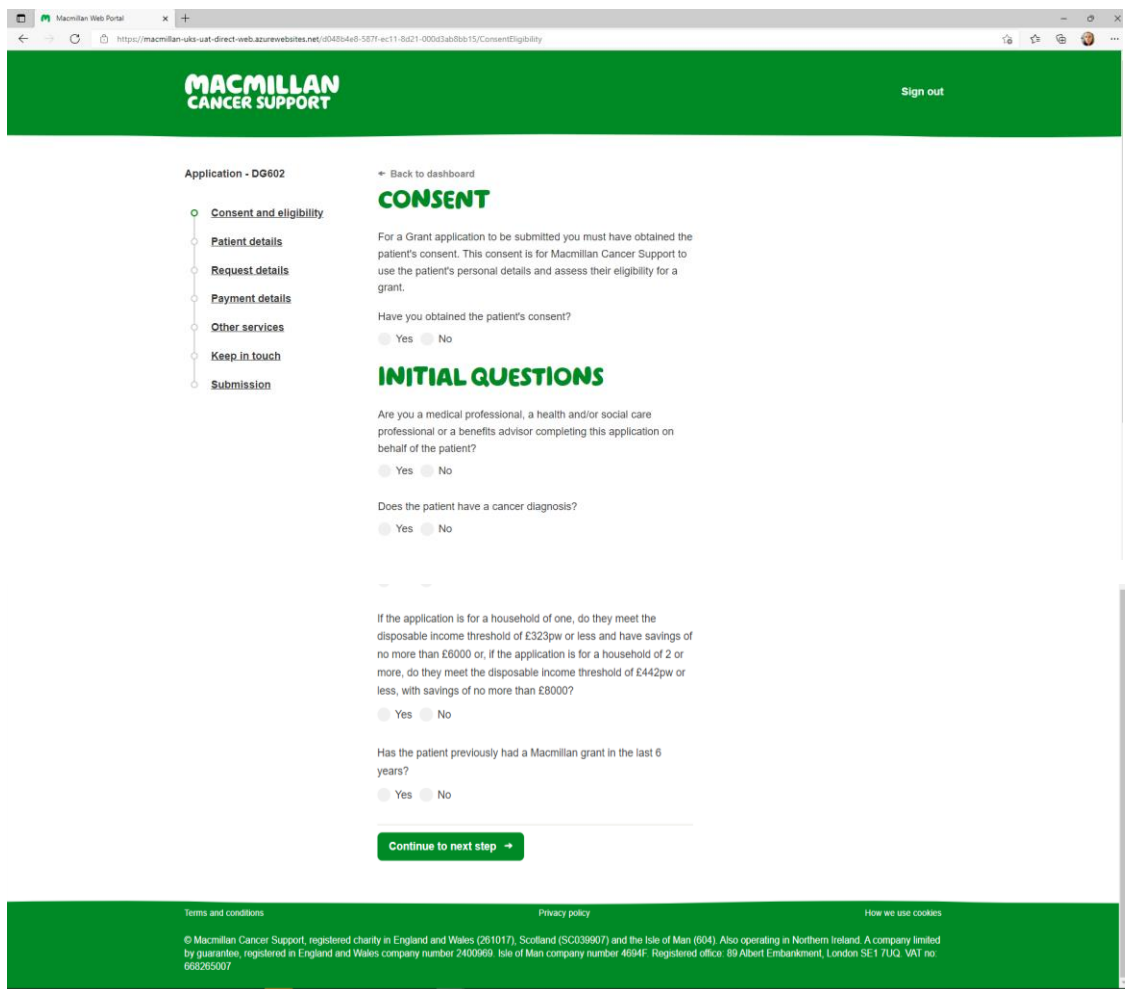
Starting a new Macmillan Grant application

Below you can find more information about the steps in the Macmillan Grant application process

1. Consent and eligibility
2. Patient details
3. Request details
4. Payment details
5. Other services
6. Keep in touch
7. Submission

Consent and eligibility

When starting a new application, the first page of the application you need to complete is the consent and eligibility page.



The first question the portal will ask is, 'Have you obtained the patients consent?'. If the answer to this question is no, then you will not be able to proceed with the application. We need the consent of the patient before we are able to use their personal details to assess their eligibility for a grant.

You will then be asked if you are a medical professional, a health and/or social care professions or a welfare benefits adviser completing the application on behalf of the patient. If you answer no to this question, you will be unable to proceed any further.

The next questions relate to the patient and if they meet the criteria to be eligible for a Macmillan Grant.

Medical criteria

Does the patient have a cancer diagnosis?

If the answer to this is:

- No. You will be unable to proceed with the application. In the past Macmillan would award grants for borderline conditions. This is no longer the case.
- Yes. You can proceed with the application. You will no longer have to attach medical evidence to your Macmillan Grant application. Macmillan do not need information regarding the cancer type, prognosis, treatment, or impact of cancer and treatment to be able to process a grant application.

Financial criteria

If the application is for a household of one, do they meet the disposable income threshold of:

- £323 per week or less and have savings of no more than £6000 for a single household?
- £442 per week or less, with savings of no more than £8000 for a household of 2 or more?

If the client answer to this question is:

- No. You will be unable to proceed with the application.
- Yes. You will no longer be required to add information relating to the patient's income and expenditure to submit a grant application. The patient will either meet the financial criteria or they won't.

The last question on the consent and eligibility page asks if a grant has been awarded within the last 6 years. If the patient has received a grant within this period, then Macmillan would not be able to award a secondary grant.

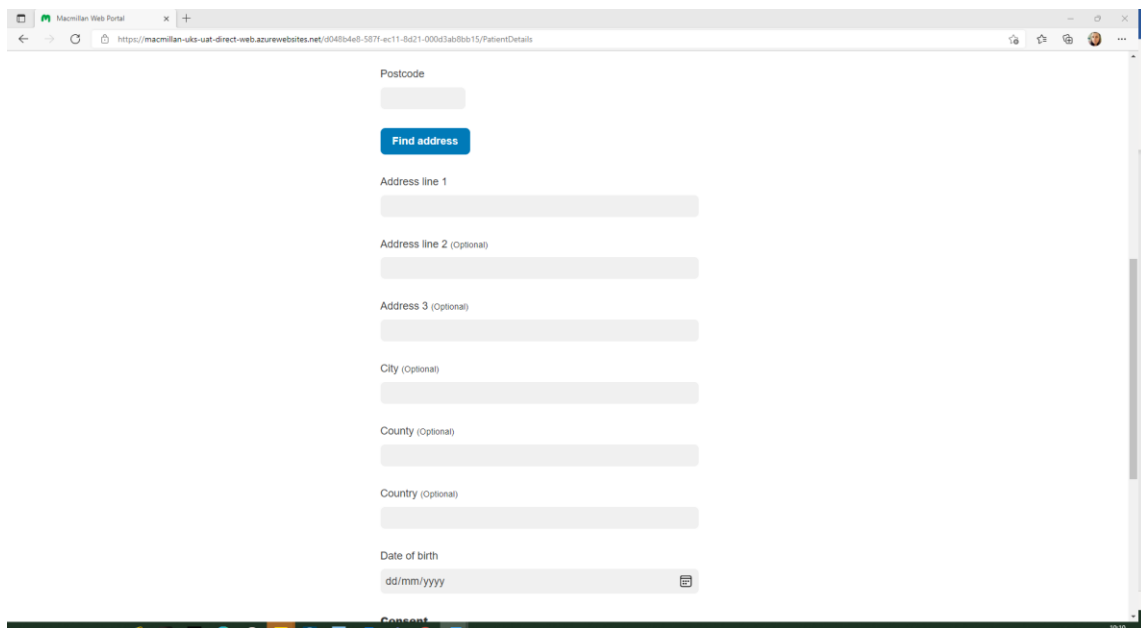
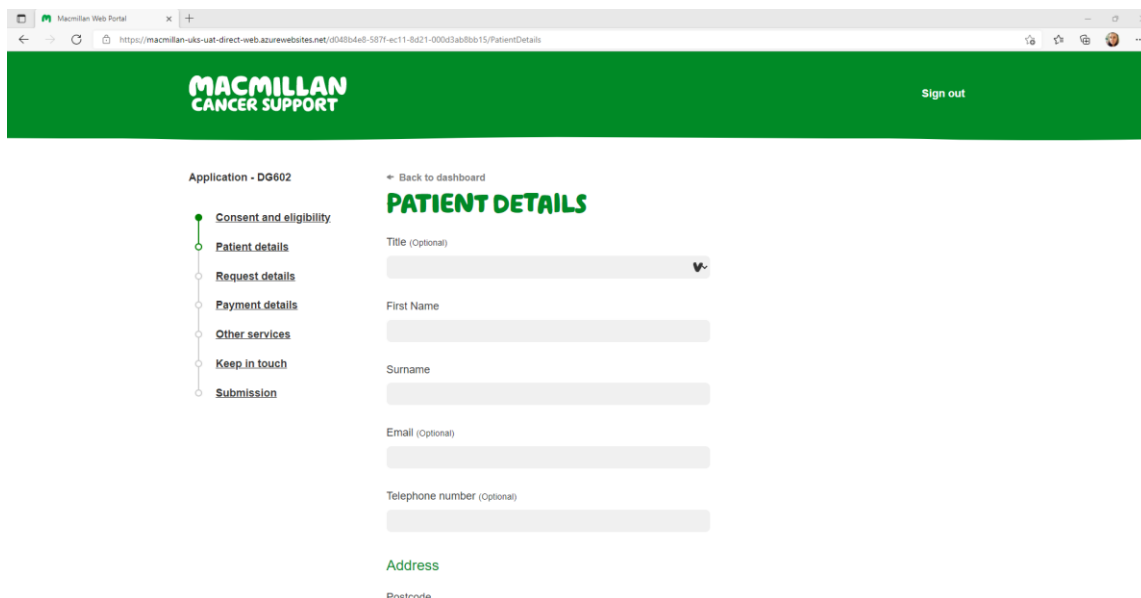
If you answer no to any of the questions above, you will see the following messages above the questions you have answered.

The screenshot shows a web browser window with the URL <https://macmillan-uk-uat-direct-web.azurewebsites.net/11bae0bf-ab05-ac11-8d71-000364e4f9b0/ConsentEligibility>. The page title is 'Application - DQ616'. On the left, a navigation menu lists: Consent and eligibility (selected), Patient details, Request details, Payment details, Other services, Keep in touch, and Submission. The main content area is titled 'CONSENT' and includes a 'Back to dashboard' link. Below the title, it states: 'For a Grant application to be submitted you must have obtained the patient's consent. This consent is for Macmillan Cancer Support to use the patient's personal details and assess their eligibility for a grant.' A red error message box says: 'To further proceed with the application, the patient's consent is needed.' Below this is the question: 'Have you obtained the patient's consent?' with radio buttons for 'Yes' and 'No', where 'No' is selected. The next section is titled 'INITIAL QUESTIONS'. A red error message box says: 'Only a medical professional, a health and/or social care professional or a benefits advisor can complete this application on behalf of the patient.' Below this is the question: 'Are you a medical professional, a health and/or social care professional or a benefits advisor completing this application on behalf of the patient?' with radio buttons for 'Yes' and 'No', where 'No' is selected. A third red error message box says: 'To further proceed with the application, the patient needs to have a cancer diagnosis.' Below this is the question: 'Does the patient have a cancer diagnosis?' with radio buttons for 'Yes' and 'No', where 'No' is selected. At the bottom, the text 'If the application is for a household of one, do they meet the' is partially visible.

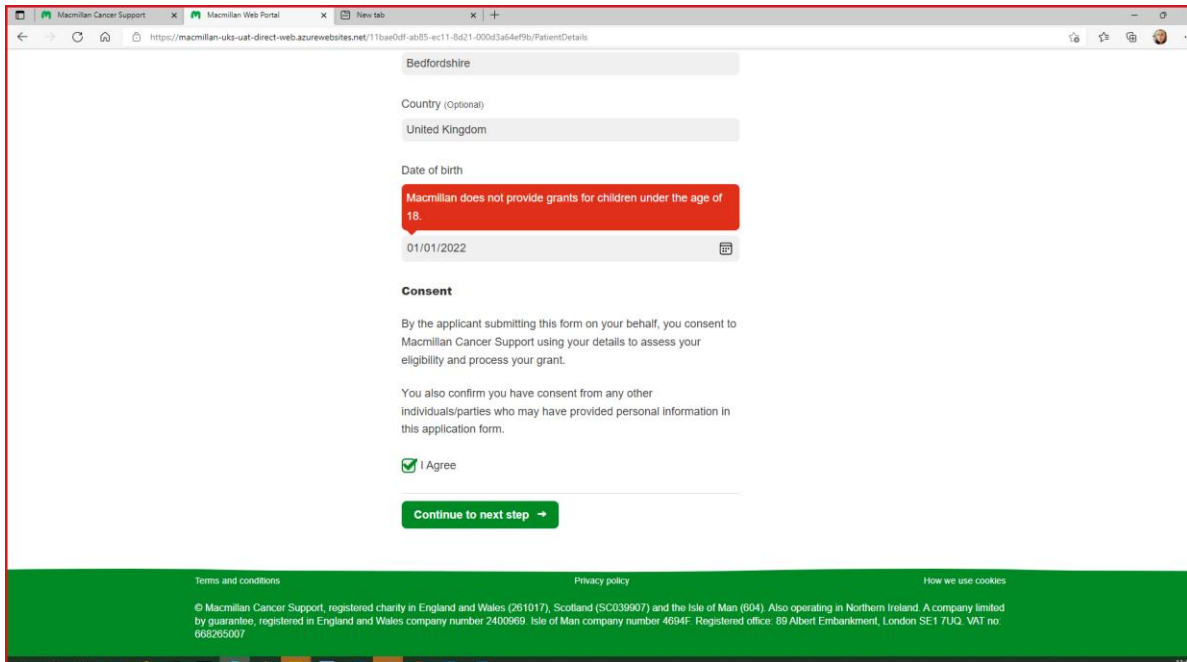
Patient Details

In this section of the application please include the patient's details such as:

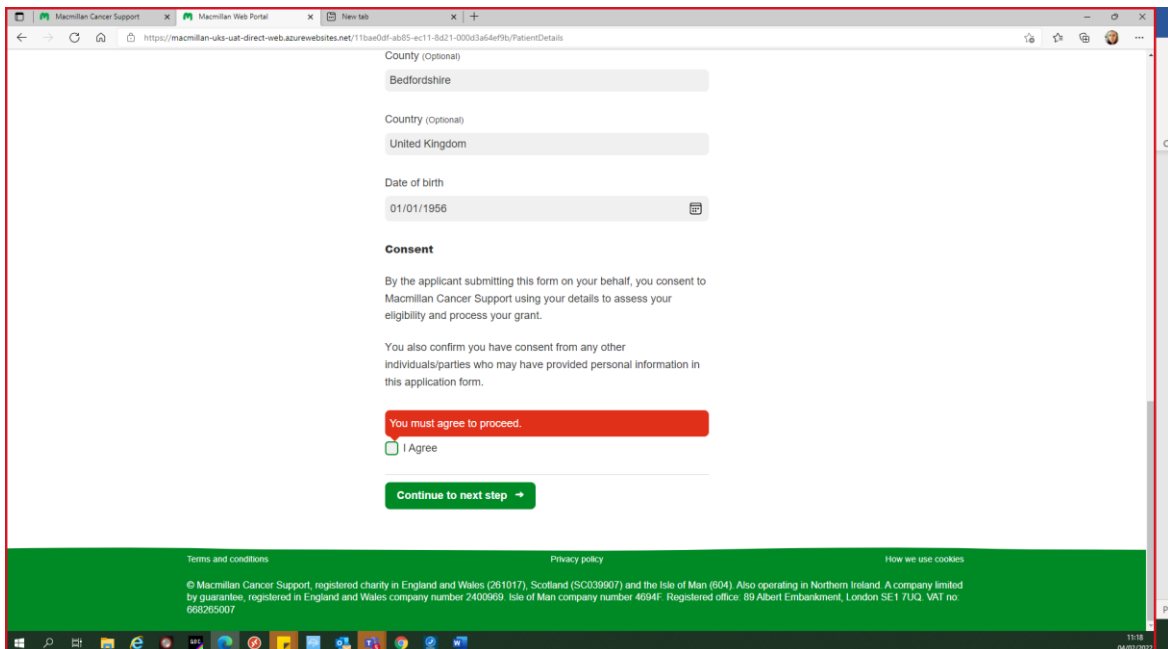
- first name
- surname
- email address
- telephone number
- postal address (start by entering the patient's post code and the system will list the addresses for that postcode, and you would select the correct address from the list provided)
- date of birth



If your patient is under the age of 18, from March 2022, Macmillan will no longer support applications for under 18s or anyone who applies for a grant on behalf of someone who is under 18. We are strengthening our partnership with Young Lives Vs Cancer, who are better placed to meet the specific needs of under 18s and their families.



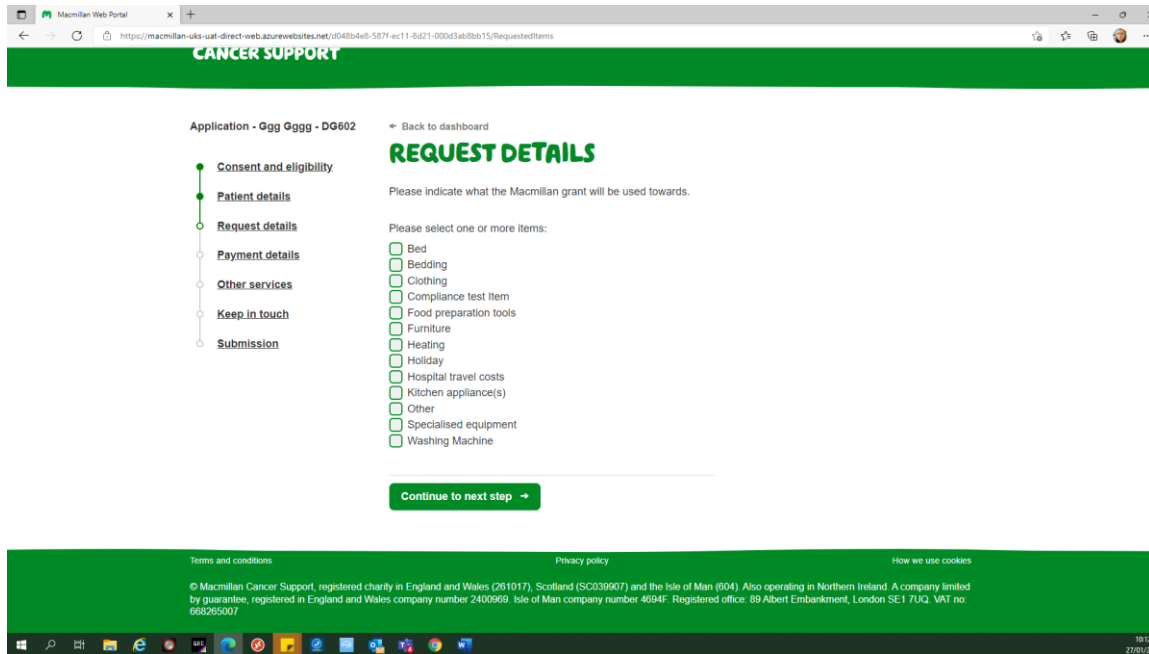
You will also have to read the consent statement to the patient before continuing with the grant application. If the patient refuses to give their consent, then you will be unable to continue with the application as shown in the screenshot below.



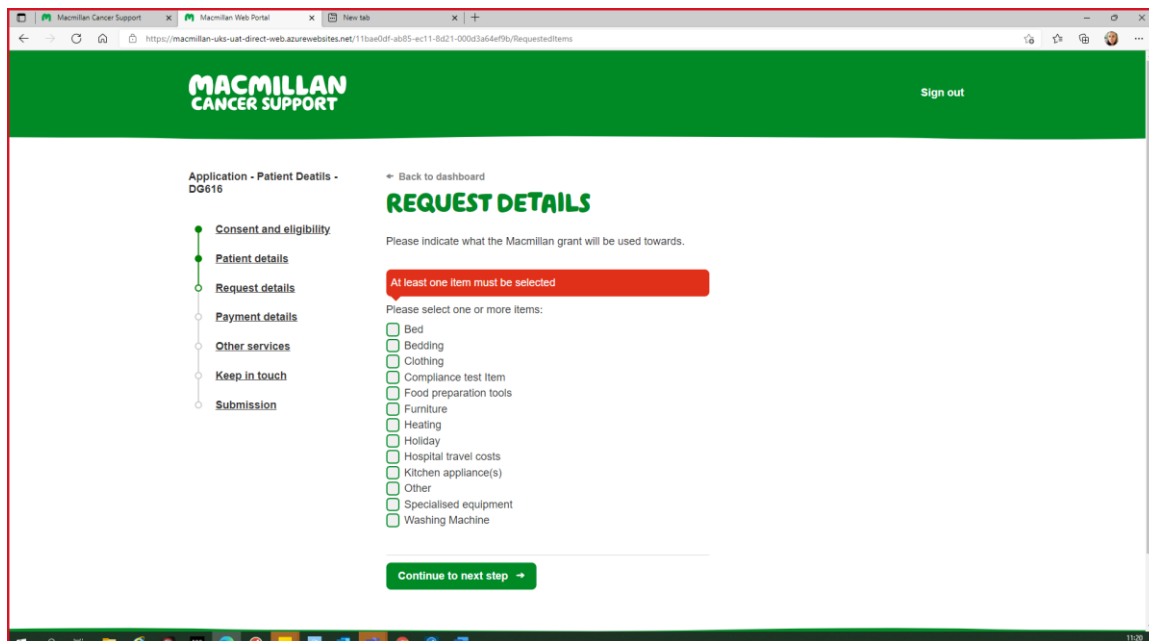
Request Details

In this section of the application, please indicate what the Macmillan Grant will be used for. You can select as many items as you wish, but the grant awarded is fixed at £350.

You will no longer need to submit a supporting statement to link the cancer diagnosis and/or treatment to the requested item.



If you do not select one or more items and try to continue to the next step, you will see the message below and will be unable to proceed with the application.

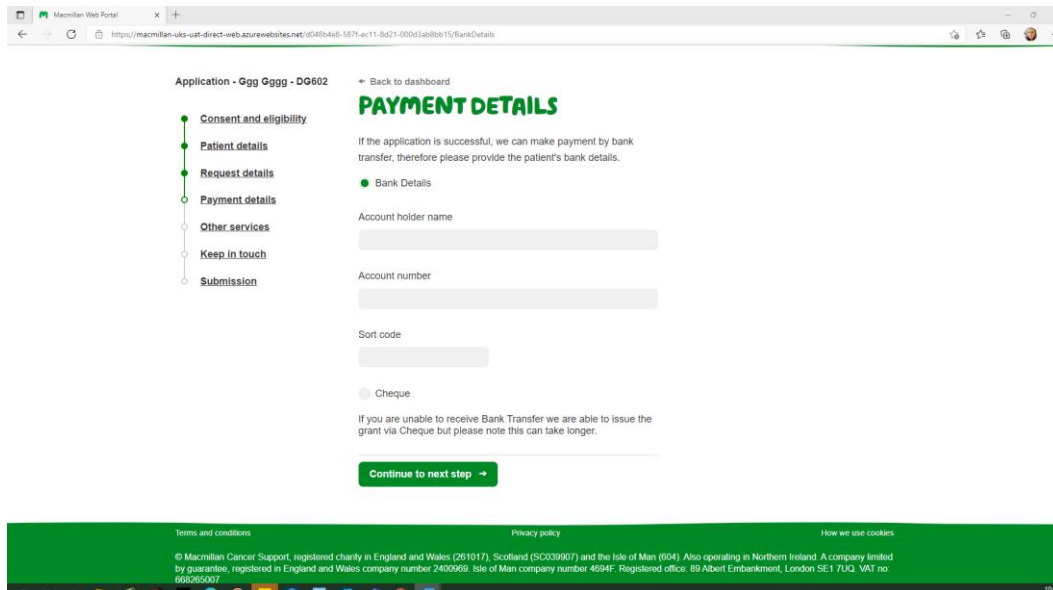


Payment details

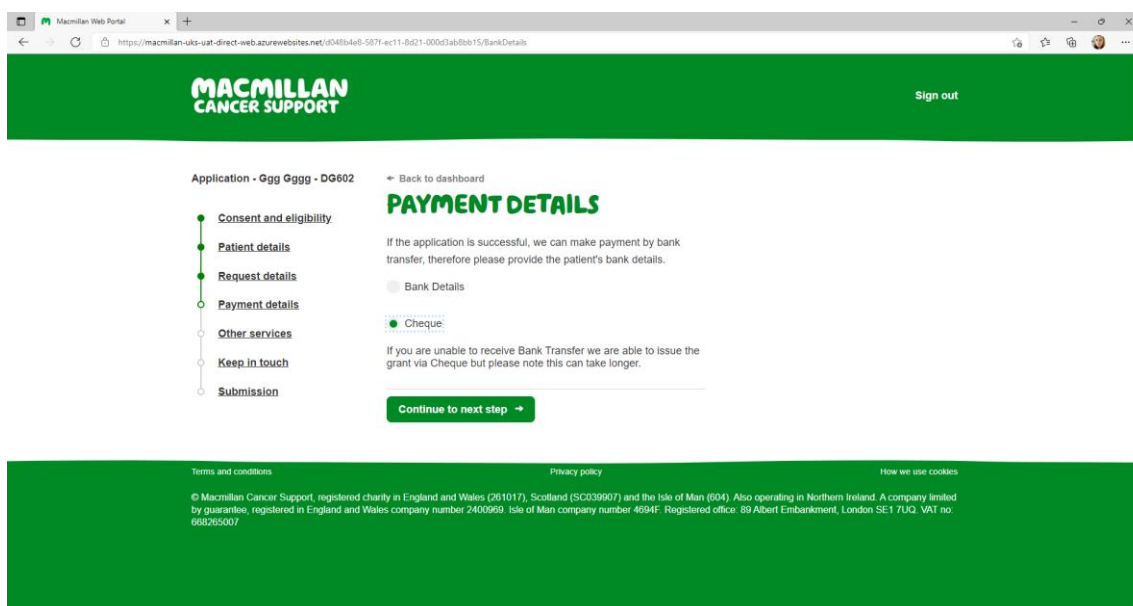
The payment details screen will now default to payment as a bank transfer. To submit the claim, please provide:

- name of the account holder
- account number
- sort code

We are still unable to pay into building society accounts if they have an additional reference number.



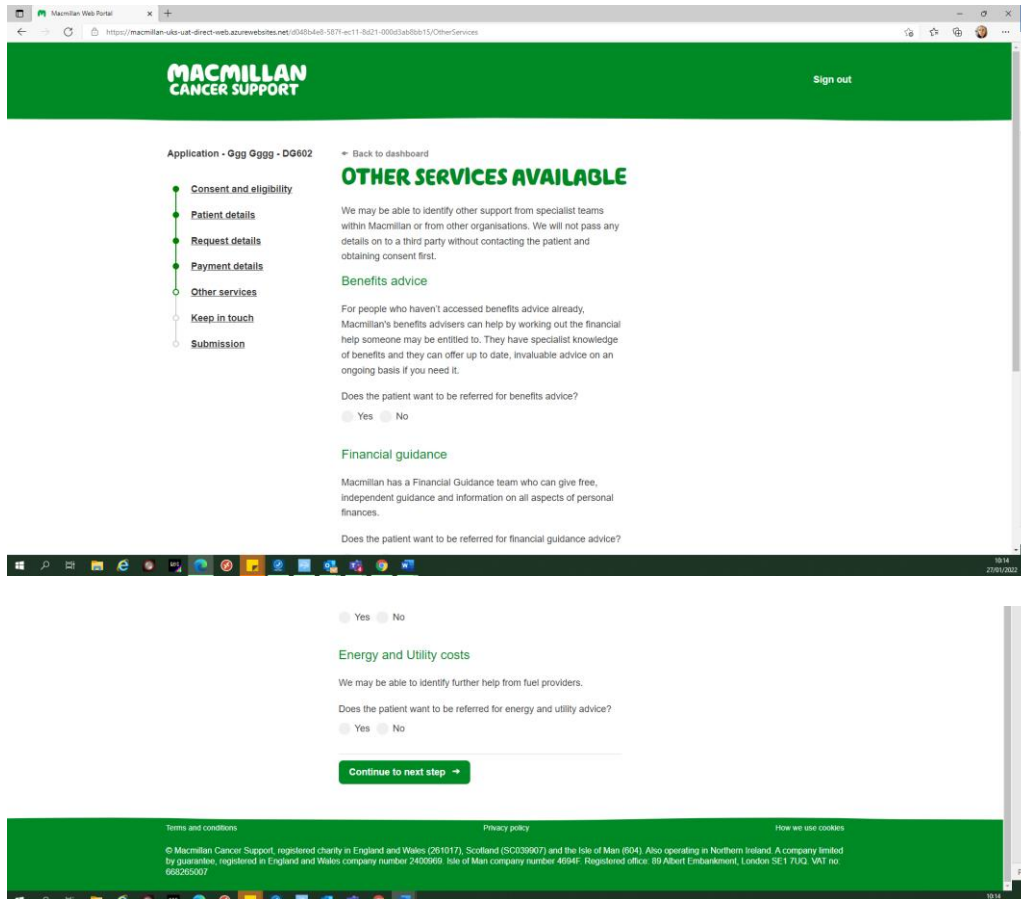
If the patient wishes to be paid by cheque, then you can select the 'cheque' option on the payment details screen. If the cheque is to be made payable to a 3rd party, you will have to email WRTMacmillanGrant@macmillan.org.uk to advise who the payment is to be made to and why. The updated portal does not allow you to input the details of the 3rd party payee.



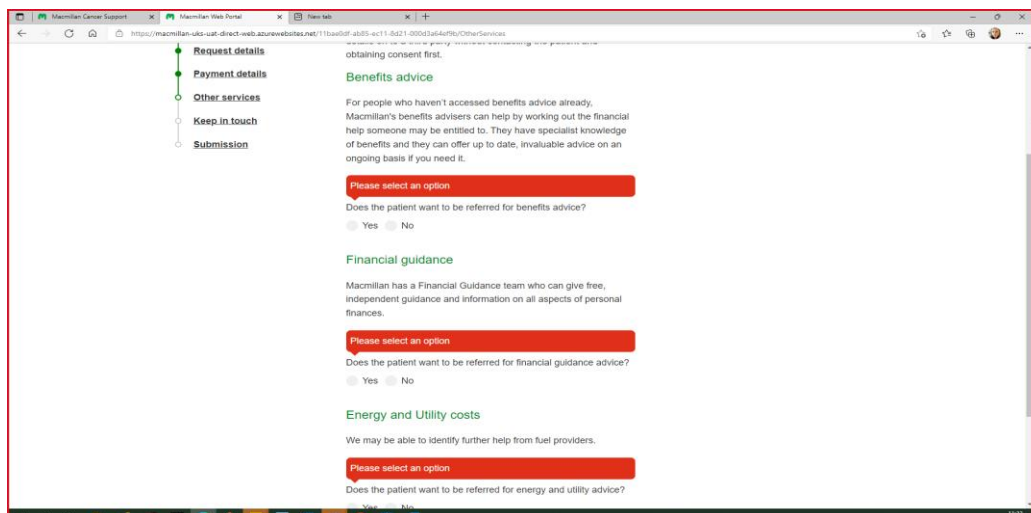
Other services available

In this section, you can request further help for your patient from the Welfare Rights Team, Financial Guidance Team or the Energy Advice Team on the Macmillan Support Line.

Ask the patient if they want to be referred to one of these services and we will be able to provide them with the information that is most relevant for them.



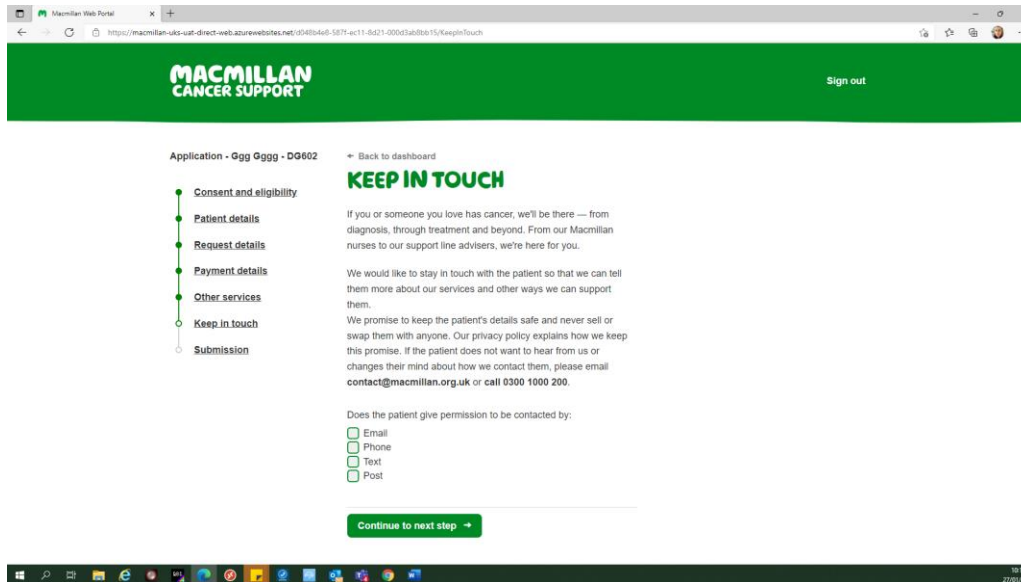
Please indicate yes or no on whether you patient wants to be referred to the other services. If you do not answer the questions you will be unable to proceed with the grant application.



Keep in Touch

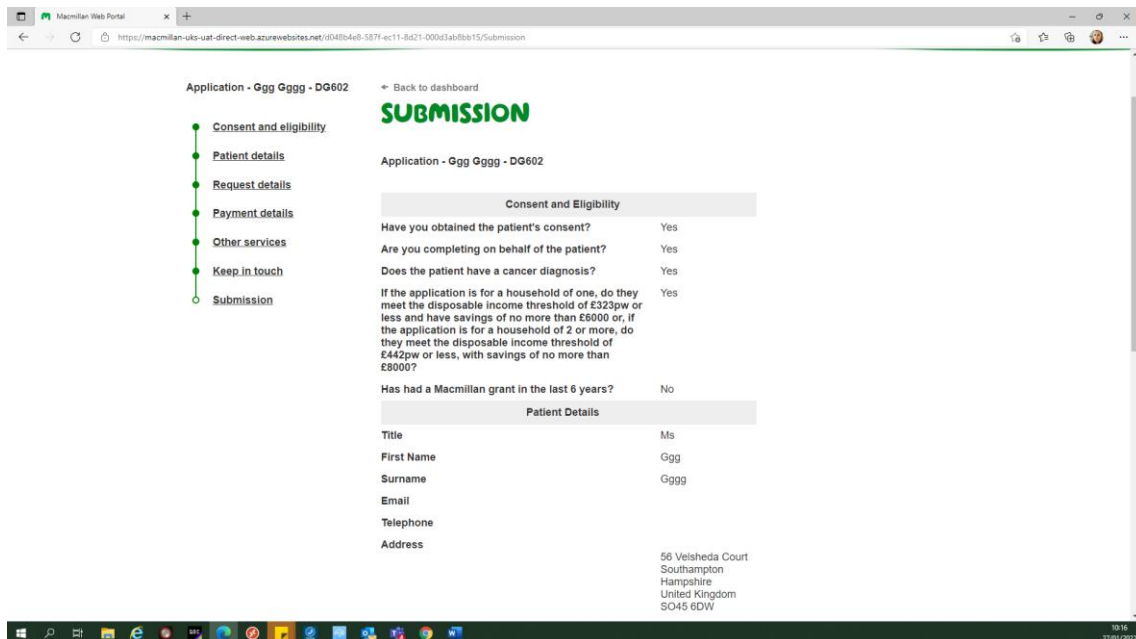
If the patient wishes to be contacted by Macmillan regarding other services we provide, then please read the following statement and select the patient's preferred method of contact.

If the patient does not wish to be contacted, you can continue to the 'submission' section by continuing to the next step.



Submission

The submission page allows you to check each section of the completed application so that you can make sure that there are no errors before submitting the application.



Date of birth	01-Jan-1959
Consent	Yes
Request Details	
Selected Items	Food preparation tools
Payment Details	
Type	Cheque
Other Services	
Benefits advice	No
Financial Guidance	No
Fuel Providers	No
Keep In Touch	
Email	No
Phone	No
Text	No
Post	No

By submitting this application you are confirming that the information provided within it is true and correct to the best of your ability and accept the terms and conditions of the grant.
 Please note: we may require further information from you to allow us to process the application (e.g. proof of income)

[Submit application →](#)

Once you have checked your application, click submit application.

You should then see the screen below. From here you can download and print the completed application for your records, or return to the dashboard.

