MedigoldOne – FAQs

Q1: When will we be going live on the MedigoldOne system?

Your migration to Medigold's systems is scheduled for 28 April 2025, so you should begin using MedigoldOne exclusively to request all services from this date. Please note that no new requests may be made on HML Online after 25 April 2025, although there will be read-only access available until all applications are completed.

Q2: When will we receive our login details to access MedigoldOne?

Super users will be sent their login details (including platform links and passwords) closer to the go-live date, and your users will receive invitations to confirm their details and create their accounts prior to go-live. These users will be able to access the portal once we have activated them on our security Gateway on 28 April 2025.

Q3: How do we request services through MedigoldOne?

All service requests should be made through MedigoldOne. Super users can sign in to the platform to request and review all applications. Those individuals (such as line managers) who are using Manager Login accounts will be using the form links that super users can access on MedigoldOne – these are usually shared with managers on a shared intranet page or, more unusually, on a case-by-case basis.

We have included below our handy system user guides, which walk you through how to use the different system functions:

- MedigoldOne – Manager Login User Guide
- MedigoldOne – Save for Later User Guide

We also have a video guide to using the system (this takes users through management referral submission, but pension-related applications follow the same processes):

- Standard User Video
- Accessible (Subtitled) User Video

Support will be available throughout the transition to help.

Q4: What happens to appointments already booked in HML Online after 28 April 2025?

Cases submitted via the HML Online system up to 28 April 2025, with appointments due after this date, will continue to be managed through HML Online until completion.

Service requests for new cases (including appeals) must be submitted via MedigoldOne

from 28 April 2025.

This means there will be a period where managers may need to use both systems if they have ongoing cases in HML Online that have not been concluded by the go-live date.

Q5: What will happen to our invoicing during the crossover period?

Until all cases being processed through HML Online have been concluded, you will receive two invoices: one for the cases submitted via the HML Online system prior to the migration, and another for any new services requested through MedigoldOne.

Q6: Will our invoicing change after the migration?

As well as receiving two invoices initially, you will notice some changes to the product names on your invoices and the information included on your backing sheets. Your Relationship Manager will be on hand to support you with any queries in relation to these changes, and your Finance team will receive a guide with the first new invoice issued.

Q7: How will we access reports from previous cases in HML Online?

You will not be able to submit new service requests on HML Online after 25 April 2025. However, the system will still be available for you to access previous cases and reports in read-only mode. Please expect future communications about how long this access will be available.

Any cases still live in the system at that point will continue to be managed to completion.

Once all cases are completed, and as required under the Data Protection Act, your records will be securely stored in Medigold's environment but will not be automatically available to you.

Please remember that it is the employer's responsibility to store outcome reports and health surveillance documents in a suitable location.

Should you need to access historic documents previously held on HML Online in the future, the employee will need to submit a Subject Access Request.

Q8: How will we access Management Information (MI) after the migration?

Power BI will still be available for self-service MI until further notice (this includes MI for historical cases as well as any live HML Online cases).

Medigold is working with the scheme to confirm what MI reporting will look like in the future.