

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: VCF Policy Update: Payments and Compensation Appeals
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Good morning,

The VCF continues to focus on reducing the overall timeframe for claims processing and getting awards to claimants as quickly as possible. As part of this effort, we are changing our policy for those who appeal their award. Effective Monday, **September 18, 2023**, all claims will move into payment processing one business day from the date of the award letter, while still retaining the claimant's right to file a compensation appeal.

Does this mean my client no longer has an appeal right? No. Award letters for those with the right to appeal will still include the instructions, a Compensation Appeal Request Form, and 30-day timeframe to appeal. This change applies only to the longstanding VCF policy of holding the payment until the appeal hearing is held and decided.

What if my client has already submitted an appeal form and is in the appeals process? The VCF will begin to pay all claims currently within the 30-day appeal timeframe, claims waiting for a hearing to be scheduled, scheduled hearings waiting to be held and claims for which a hearing has been held and are awaiting a post-hearing decision. Letters explaining the change will be sent to claimants and uploaded to the online claim. By **October 2, 2023**, all claims falling within the appeals process should be moved to payment processing.

This change is being made to get VCF payments to claimants in the shortest time possible. The Special Master expects all law firms to continue to appropriately advise their clients of their appeal options and guide them in deciding when it is – or is not – appropriate to appeal the award decision.

Thank you.

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