

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: VCF Process Update
Date: Friday, February 23, 2024 9:24:35 AM
Attachments: [image001.png](#)

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Good morning,

Throughout 2023, the VCF made several process and policy changes to prepare for the launch of our new online claims management system, myVCF. These changes, which are all focused on completing as many claims as possible before the transition to myVCF, enabled us to decide more claims in 2023 than any prior year. As we begin 2024, we are further streamlining our processes to continue to prepare claims for the transition into the new system. Beginning **March 25, 2024**, the following changes will go into effect:

1. **Preliminary Review**

During our preliminary review, the VCF checks that claims have the minimally required documents and information (identified in [FAQ 1.1](#) on VCF.gov). If these documents are missing during our preliminary review, we will no longer send Missing Information letters. Claims missing the minimally required documents during preliminary review **will now be procedurally denied**, rather than placed in an Inactive status.

2. **Missing Information Letters**

Claims issued a Missing Information letter during substantive eligibility or compensation review will now have **14 days** to respond, rather than the current 30 days.

We will update our website with these changes effective March 25, 2024.

If you have any question or concerns regarding these changes, please contact our law firm liaisons at VCF.AttorneyInfo@usdoj.gov.

Thank you for your partnership in our efforts to ensure the transition to myVCF is as seamless as possible.

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