



Claims Management System Enhancements – August 2015

The online claims management system (“CMS”) is the most efficient and cost-effective way to file a claim. The VCF continually looks for ways to improve the system to make it easier for claimants to submit their claim electronically. The list below describes CMS enhancements that became available on August 5, 2015.

- **New Non-Economic Loss option added to online Compensation Amendments:** The Compensation Form amendment options now include “Non-Economic Loss” as a reason for amending your claim.
- **New option added to amend a claim to add or modify the Authorized Representative:** The options for amending your claim now include adding new information, or changing the existing information, about the claimant’s Authorized or Personal Representative.
- **New ability to upload documents as part of an amendment:** When amending your claim, you are now able to upload documents as part of the amendment, rather than uploading them separately through Supporting Documents. The amendment screens include a new file upload section so you can amend your claim and upload related documents in one step.
- **Attestations and Certifications replaced with a link to fillable PDF files:** Eligibility and Compensation signature pages are now accessible via a link, similar to the Exhibits, and will no longer be completed within the online form. This will make it easier to download, save, and/or print the needed pages for easy completion and upload to your online claim. The signature pages are the same as those found on the VCF website under “[Forms and Resources](#).”
- **Easier online Registration:** Several updates have been made to the Registration section, including changing many questions from required to optional, and allowing users to leave questions that are not applicable blank rather than requiring an answer. Specific changes include:
 - You only need to answer “Yes” to one of the questions about the claimant’s presence at the site and can leave all non-applicable questions unanswered.
 - Questions about whether the claimant has been treated at the World Trade Center Health Program or filed a VCF1 claim are now optional.
 - If the claimant is deceased, a link to an [instructional document](#) has been added that provides more information about what the VCF needs to process the claim. Additionally, the deceased claimant’s address and telephone number are no longer required fields.
- **Reduced the number of required Eligibility Questions:** The VCF works closely with many third party entities, such as employers and government agencies, to gather information in support of your claim. Because the VCF independently verifies the information in the Eligibility Form, several required questions have been made optional. Specific changes include:
 - Questions about prior VCF claims and 9/11-related lawsuits are now optional.
 - The questions specific to the claimant’s circumstances for being present at a 9/11 site will be pre-populated with answers from Registration and only one “Yes” answer is needed. The remaining questions specific to presence that are not applicable to the claimant can be left blank.
 - In the “Time and Duration of Presence at the Site” section, the “Hours per day at the site” field is now optional. You still must provide a date or range of dates for presence at the site, but not the number of hours for each day.
 - The Physical Injury section no longer requires you to provide dates of diagnosis or treatment dates for claimed injuries, details on the location of any treatment, or contact information for treating physicians. The VCF will retrieve this information from the WTC Health Program, medical records, or Private Physician Package documents as necessary.

**Need more
information
about these
changes or
help using the
online system?**

Call the VCF
Helpline at
1-855-885-1555



- **Reduced the number of required Compensation Questions:** Several of the required Compensation Form questions have been made optional. Specific changes include:
 - A field was added to the section about medical expenses so claimants can indicate they have uploaded (or will upload) the [VCF Medical Expense Worksheet](#). Claimants who upload the worksheet and check this box will not need to answer any other questions about medical or other expense loss.
 - The following questions in the Compensation Form are now optional:
 - Loss of Earnings to Date: “Describe the amount of time the Claimant missed work as a result of the injury or condition.”
 - Questions about the decedent’s education history/accreditation, amount of time the decedent missed work due to a 9/11-related condition, and the middle name of any dependents.
 - Claimant’s Employment History and Compensation/Benefits Information: “Indicate how Claimant’s base salary/wages are/were paid.”
- **Revamped Document Checklists:** The Document Checklists for both the Eligibility and Compensation claim forms have a new layout to make them easier to navigate. The text on the checklists has been simplified and new links to helpful information have been added for those who need more detailed instructions. In addition, the following changes have been made to both checklists:
 - New “Upload” buttons have been added to make it easier to upload documents to your online claim electronically.
 - You are not required to complete the document checklist or upload any documents in order to submit your claim. Once all the required questions in the prior sections of the form are complete, and the Section Status shows a green check for each section, a “Submit Now” button will appear on the right side of the screen. You can click this button to submit your claim and return at a later time to upload your supporting documents.
- **Automatic transfer of Compensation Form responses and all supporting documents from original Personal Injury claim to new claim for Deceased Individual:** If a claimant who has filed a Personal Injury claim dies of his or her 9/11-related condition, the authorized Personal Representative must complete and submit a new Compensation Form for Deceased Individuals (for additional details, see [FAQ #4.15](#) on the [www.vcf.gov](#) website). Once the VCF has verified the Personal Representative on the new claim, if the Personal Injury Compensation Form has been started, we will create the new Compensation Form for Deceased Individuals and transfer any information already entered into the original Personal Injury Compensation Form into the new form. The Personal Representative can then review the information, edit or update it as needed, answer the additional questions specific to the deceased claim, and submit the new form.
- **Added new claim status to indicate “Superseded” claims:** If a new deceased claim is filed for a claimant who had a prior Personal Injury claim, the original claim will show a status of “Superseded” along with the last eligibility or compensation status associated with the claim. The superseded status will display once the VCF has verified the Personal Representative on the deceased claim. Once in a supersede status, the original claim can be viewed through the online portal but can no longer be modified.
- **New Compensation Form Acknowledgement letter:** Similar to the letter sent when an Eligibility Form is filed, we will now send a letter to acknowledge the receipt of a Compensation Form.