

Department of Justice (DOJ)
9/11 Victim Compensation Fund (VCF)

Claimant Portal Review of May 2014 Updates

05/14/14

Training Agenda

- Introduction
- Review of New Claim Management System (CMS) Functions
 - Amend a Claim
 - Retrieve Law Firm Communications (such as a Private Physician Packet, Status spreadsheets)
- Other Updates
 - Search Update for <Enter>
 - Registration Lock-Down
 - Change Claim Ownership (as executed by VCF)
- Recap / Questions

Amend Claims – Overview

- CMS now allows a claim to be amended after Eligibility or Compensation Review has started. Amending a claim can also occur after the claim is deemed Eligible or after Compensation has been awarded.
- Changes:
 - Update to “Claims Process” to support amendments
 - New form to add conditions to a claim
 - New form to update the compensation claim

Amend Claims – Claims Process

Case Number	Last Name	First Name	Registration Status	Eligibility Status	Compensation Status	Print Form
VCF0004278	Smith	Joe	Incomplete	[Start]	n/a	Print Form
VCF0005678	Barney	Jane	Submitted	Incomplete	Incomplete	Print Form
VCF0007689	Mouse	Mickey	Submitted	Submitted	Submitted	Print Form
VCF0009834	Responder	Test	Submitted	Under Review	Under Review	Print Form
VCF0012901	Jackson	Jerry	Submitted	Approved	Substantially Complete	Print Form
VCF0014555	Brown	Testers	Submitted	Approved	Loss Determination Sent	Print Form

- <Registration Status> shows screens to edit the Claimant, Personal Representative, and Attorney information at any time
- <Eligibility Status> shows screens to modify the Eligibility claim only if the status is “Incomplete” or “Submitted” or the Eligibility claim has not been started
- <Compensation Status> shows screens to modify the Compensation claim only if the status is “Incomplete” or “Submitted” or the Compensation claim has not been started

Amend Claims – Claims Process

Case Number	Last Name	First Name	Registration Status	Eligibility Status	Compensation Status	# Amendment(s)	Print Form
VCF0004278	Smith	Joe	Incomplete	[Start]	n/a	n/a	Print Form
VCF0005678	Barney	Jane	Submitted	Incomplete	Incomplete	n/a	Print Form
VCF0007689	Mouse	Mickey	Submitted	Submitted	Submitted	n/a	Print Form
VCF0009834	Responder	Test	Submitted	Under Review	Under Review	0	Print Form
VCF0012901	Jackson	Jerry	Submitted	Approved	Substantially Complete	1	Print Form
VCF0014555	Brown	Testers	Submitted	Approved	Loss Determination Sent	3	Print Form

- <# Amendment(s)> shows a screen to create an Amendment or view amendments that have been submitted
- Available once Eligibility or Compensation is being processed by the VCF or has been determined
- Link shows how many amendments have been Submitted for both Eligibility and Compensation

Amend Claims – Amendments List

HOME CLAIMANT REGISTRATION CLAIMS PROCESS CLAIMANT SEARCH HELP UPDATE PROFILE ?

You are here: [Claims Process](#) > [Amendments](#) Welcome Matthew | [Update Profile](#) | [Logout](#)

Amendments

VCF0006148 - Claim, Test - Amendment(s):

Amendment #	Type	Date
No Amendments Available		

You have selected to amend the information in this claim, do you wish to continue?

- Empty list displays until an Amendment has been Submitted
- Separate options to amend Eligibility (add Condition) or Compensation

Amend Claims – Add Condition (Eligibility)

Amendments

VCF0006148 - Claim, Test - Add Condition(s):

Claimant Claimed Conditions
Gastroesophageal Reflux Disorder (GERD)

Please select the new conditions you would like to claim:

Please provide comments as necessary

4000 Character Max

Note: If you believe these conditions result in changes to your compensation, please provide those details in your initial Compensation submittal or Compensation Amendment

- Asthma
- Reactive Airway Dysfunction Syndrome (RADS)
- WTC-exacerbated chronic obstructive pulmonary disease (COPD)
- Chronic Cough Syndrome
- Upper airway hyperreactivity
- Chronic rhinosinusitis
- Chronic nasopharyngitis
- Chronic laryngitis
- Gastroesophageal Reflux Disorder (GERD)
- Sleep apnea exacerbated by or related to the above conditions.
- Low back pain
- Carpal tunnel syndrome (CTS)
- Other musculoskeletal disorders
- Cancer - Head & Neck
- Cancer - Prostate cancer
- Cancer - Digestive System
- Cancer - Respiratory System
- Cancer - Mesothelioma
- Cancer - Soft Tissue
- Cancer - Skin (Non Melanoma)
- Cancer - Melanoma
- Cancer - Breast
- Cancer - Female Reproductive Organs
- Cancer - Urinary System
- Cancer - Eye & Orbit
- Cancer - Thyroid
- Cancer - Blood & Lymphoid Tissue
- Cancer - Childhood cancers
- Other (including traumatic injuries)
- Cancer - Rare cancers

- Conditions that can be selected are the same on the Eligibility form
- <Submit Change> to confirm the addition to the Eligibility claim

Amend Claims – Amendments List

The screenshot displays the 'Amendments' section of the Victim Compensation Fund website. The navigation bar includes links for HOME, CLAIMANT REGISTRATION, CLAIMS PROCESS, CLAIMANT SEARCH, HELP, and UPDATE PROFILE. The user is identified as Matthew. The breadcrumb trail shows 'You are here: Claims Process > Amendments'. The main content area is titled 'Amendments' and shows a list for claim 'VCF0006148 - Claim, Test - Amendment(s)'. A table lists one amendment with the following details:

Amendment #	Type	Date
1	Conditions	4/20/2014

Below the table are buttons for 'Add Condition(s)', 'Compensation Change', and 'Return to Claims Process'.

- Once the Amendment is submitted, it will display in the Amendments list for the claim
- Type of Amendment will indicate Conditions
- Selecting the Amendment # will show a read-only version of the screen

Amend Claims – Read Only Add Condition

- Read only version of the screen separates the claimed conditions from the added conditions. If an “Other” injury is added, the description for it will also be provided.

The screenshot displays a web form with three main sections:

- Claimant Claimed Conditions:** A list box containing "Gastroesophageal Reflux Disorder (GERD)" and "Asthma".
- Amended Injury:** A list box containing "Asthma".
- Comments:** A text area containing the text "this is a test claim".

A "Return to Amendments" button is located at the bottom right of the form.

Amend Claims – Add Conditions “Review”

Amend Claims – Change Compensation

- Simplified form allows selection of all changes to be considered with a single explanation of the change
- Checkboxes will accurately reflect the form for a Deceased or Personal Injury claim

*Please indicate the changes you would like considered:

- Medical Expenses
- Loss of Earnings
- Replacement Services
- Collateral Offsets
- Burial Costs
- Will & Distribution

*Please describe the compensation changes
4000 Character Max

Amend Claims – Read Only Compensation Change

- Read only version of the compensation change shows selections and comments
- Also changes based on whether a Deceased or Personal Injury claim

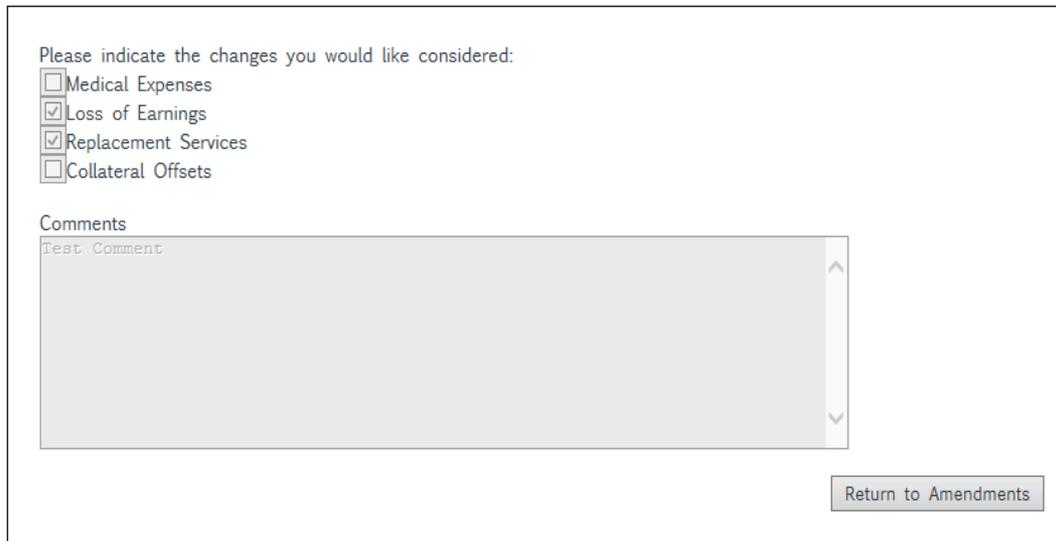
Please indicate the changes you would like considered:

Medical Expenses
 Loss of Earnings
 Replacement Services
 Collateral Offsets

Comments

Test Comment

Return to Amendments

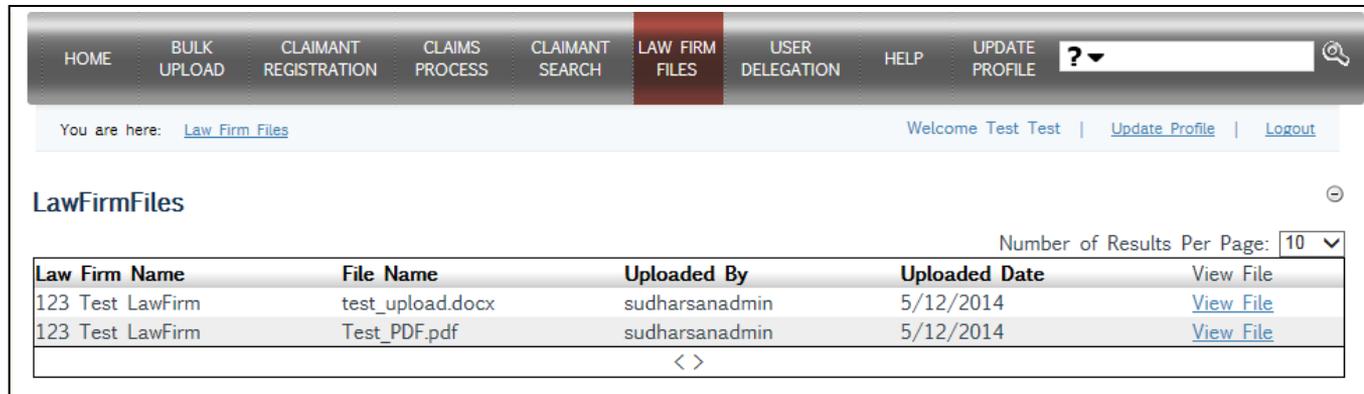


Amend Claims – Compensation Change “Review”

Drop-Point – Overview

- Select law firm users will be able to retrieve files the VCF provides from a function accessible via “Law Firm Files”
- VCF will upload files that are not claim-specific, such as Private Provider packages or status spreadsheets
 - VCF will use this mechanism in lieu of sending via email
- Maximum 2 users per law firm will be granted access to this function
 - Will be collecting names at this session to enable access

Drop-point – File Retrieval



The screenshot displays a web application interface for "LAW FIRM FILES". The navigation menu includes: HOME, BULK UPLOAD, CLAIMANT REGISTRATION, CLAIMS PROCESS, CLAIMANT SEARCH, LAW FIRM FILES (highlighted), USER DELEGATION, HELP, and UPDATE PROFILE. A search bar is present next to the UPDATE PROFILE link. Below the navigation, a breadcrumb trail shows "You are here: Law Firm Files". A welcome message "Welcome Test Test" and links for "Update Profile" and "Logout" are visible. The main content area is titled "LawFirmFiles" and features a table of files. The table has columns for "Law Firm Name", "File Name", "Uploaded By", "Uploaded Date", and "View File". Two files are listed, both uploaded on 5/12/2014 by "sudharsanadmin". A "Number of Results Per Page" dropdown is set to 10. Navigation arrows are located below the table.

Law Firm Name	File Name	Uploaded By	Uploaded Date	View File
123 Test LawFirm	test_upload.docx	sudharsanadmin	5/12/2014	View File
123 Test LawFirm	Test_PDF.pdf	sudharsanadmin	5/12/2014	View File

- Files are sorted by “Uploaded Date”
- By selecting “View File”, the file is downloaded and can be viewed

Drop-point – “Review”

Other Updates – Overview

- Search has been updated to fix a misleading display where the default claim in the list is shown below the table/list
- Registration has been locked down so key information is not altered after VCF processing has begun
 - Added Guardian / Authorized Representative date of birth on Personal Injury claims
- VCF has ability to change who has online “ownership” of a claim --- what does this mean for law firms?

Search Update

HOME BULK UPLOAD CLAIMANT REGISTRATION CLAIMS PROCESS CLAIMANT SEARCH USER DELEGATION LAW FIRM FILES HELP UPDATE PROFILE ?

You are here: [Claimant Search](#) Welcome Andrew | [Update Profile](#) | [Logout](#)

Claimant Search

Claim ID

First Name

Last Name

Social Security Number

Date of Birth

[Export Results to Excel](#) [View Details](#)

Claim ID	First Name	Last Name	SSN	Date of Birth	
VCF0005066	test	test	4433	1/5/1915	
VCF0006311	Many Lawyers	Multiple Lawyers	4124	3/6/2014	
VCF0004792	death search	death search		10/27/1902	
VCF0005148	ad	sdg	4141	3/6/1950	
VCF0006296	asdgasdg	taseg			
VCF0005454	PI_V2_HM	ALL_REP_NMA		8/7/1951	
VCF0005166	drhsf	yrdy	5252	6/3/2013	
VCF0004779	John	Tourist		1/4/1930	
VCF0005104					
VCF0006299	pi test	pi test	5252	5/18/2000	

Next Page >>

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- When “Enter” is clicked, “Search” results will be updated
- To view claim details information, select the “View Details” icon in the table

Registration Lock-Down

- Once Registration is submitted, the following information cannot be changed online:
 - Victim’s status (i.e., Deceased)
 - After either Eligibility or Compensation review is begun, the following information cannot be changed online:
 - Claimant/Decedent’s name, date of birth, SSN, country of citizenship
 - Authorized Representative’s name, date of birth, SSN, country of citizenship, relationship
 - “Lock-down” occurs through the Registration screens and through Claimant Details (which is accessed by clicking on VCF # in Claimants Process or View Details in Search)
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Change Claim Ownership

- A claim “owner” is the online user account to which a claim is associated
 - An online user can “own” multiple claims but a claim can only have one “owner”
 - Only the “owner” can delegate access to a claim; delegates will have all other capabilities with regards to the claim
 - VCF can now change the owner of a claim
 - This allows an owner to be assigned to a claim that started as a digital copy of a hardcopy claim
 - Provides the ability to transition a claim initiated by one user to another to manage online (i.e., Claimant submitted claim, now hires law firm and wants firm to manage the claim)
 - Changing ownership will be used sparingly --- if being used within the same firm, recommend delegation rather than ownership change
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Other Updates – QUESTIONS

Brief Recap

- Amend Claims
 - Simple forms for adding conditions or change compensation claim
 - Available once the initial claim is under review
 - Accessible via Claims Process
- Drop-Point
 - Function to retrieve files uploaded by VCF that provide non claim specific information (or which has information on multiple claims)
 - Limiting function to maximum of 2 users per law firm
 - Law firm only function
- Other
 - Search update – no default display
 - Registration Lock-down – Claimant/Decedent and Authorized Representative information no longer able to be modified once a claim is under review
 - Change Claim Ownership – Ability to assign a new owner to a claim