

VCF Online Claims System – November 2019 Enhancements

The enhancements and updates listed below will be available in the online claims system beginning on Monday, November 18, 2019.

- 1. New “Comp Form Submit Date” column added to Search:** A new column has been added to the Search page to show the “Comp Form Submit Date.” This column displays the actual date that you submitted the claim form (or the compensation portion of the old claim form) for each claim. You will be able to sort the column by date, and it will also appear in the Excel file if you export your search.

* Rows with **GREEN BACKGROUND** have been created in new portal.

| Claim Number | First Name | Last Name | Registration Status | Eligibility Status | Elig Status Date | Compensation Status | Comp Status Date | Comp Form Submit Date |
|----------------------------|----------------|---------------|---------------------|---------------------|------------------|---------------------|------------------|-----------------------|
| VCF0131039 | Test - Self | Test | Denied | Assessing Documents | 11/8/2018 | Denied | 10/25/2018 | 10/19/2018 |
| VCF0124121 | Test | Test | Superseded | Superseded | 6/21/2019 | Superseded | 6/21/2019 | 7/30/2018 |
| VCF0090529 | Test victfirst | Test victlast | Submitted | Approved | 12/6/2018 | Inactive | 12/6/2018 | 6/7/2017 |

As a general rule, the VCF assigned claims for review in “first in, first out” order based on the date the compensation claim was submitted. There are certain situations, however, such as PI-to-Deceased claims, or multiple claim scenarios, where the VCF uses a calculated date for prioritization purposes. This column only shows the actual date the form was submitted, and does not reflect the calculated date where one applies. The column is intended to provide a reasonable idea of where the claim is in terms of its priority order for review.



If you are exporting your claims using the Excel feature, we highly recommend that you filter your search using the “Show/Hide Advanced Search” feature, particularly if you have more than 3,000 claims in your queue. You may experience slowness generating the Excel file if you try to export more than 3,000 claims at one time.

- 2. Preventing Claim Form Submissions for Claims in “Pre-Registration” Status:** If a claim has a “Pre-Registration” status in the Registration milestone, you will no longer be able to start or submit the Eligibility and/or Compensation sections of the claim form. In these instances, you will need to create a new registration, and submit the full claim form under the new claim number. The VCF will still use the Registration date associated with the “Pre-Registration” claim number to assess the victim’s timeliness in registering his/her claim.
- 3. Preventing Registrations for Minor Children where the Victim is 18 or older:** The system has been updated to prevent the submission of registrations when the user selects “Parent or Guardian of a Minor” on the “Start” tab, and then attempts to save a date of birth on the “Victim Information” tab that indicates the victim is 18 or older. If you see this error, you will either need to correct the victim’s date of birth, or go back to the “Start” tab to change the claimant type.