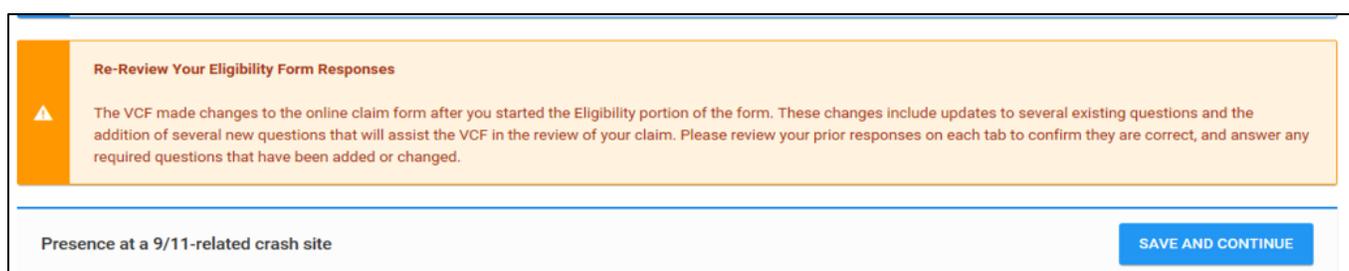


VCF Online Claims System - October 2019 Enhancements

The enhancements and updates listed below will be available in the online claims system beginning on Monday, October 7, 2019.

- 1. Re-Review of In-Process Eligibility Questions:** Several questions have been added or modified in the Eligibility section of the claim form. These changes are focused on improving the accuracy of responses, and gathering additional data that will aid the VCF when reviewing the claim. **As a result, you will need to review the previously entered responses for any claims still showing a status of "Incomplete" for Eligibility, and either "Incomplete" or "Start" for Compensation.** The messages below will appear as a reminder to review the responses in the Eligibility section of the form before the system will allow you to submit the claim form.

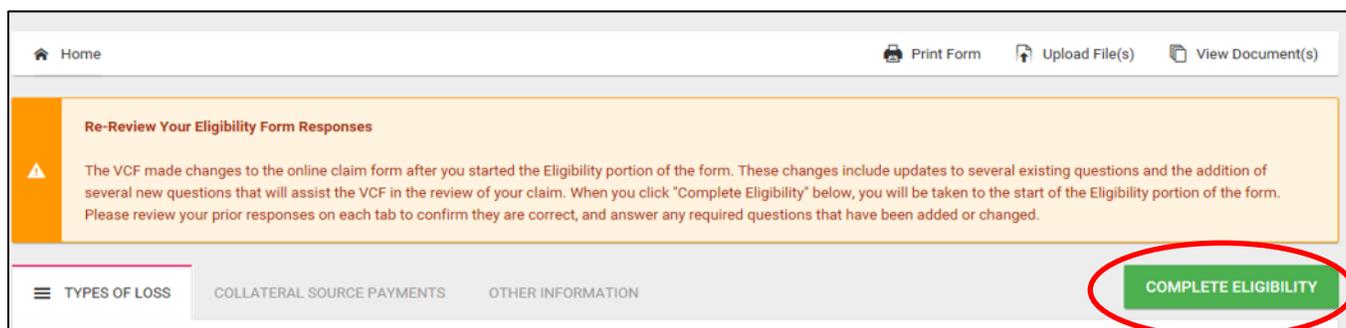
From Eligibility:



The screenshot shows a warning message box with an orange header and a white body. The header text is "Re-Review Your Eligibility Form Responses". The body text reads: "The VCF made changes to the online claim form after you started the Eligibility portion of the form. These changes include updates to several existing questions and the addition of several new questions that will assist the VCF in the review of your claim. Please review your prior responses on each tab to confirm they are correct, and answer any required questions that have been added or changed." Below the message box, the text "Presence at a 9/11-related crash site" is visible, and a blue button labeled "SAVE AND CONTINUE" is on the right.

All responses that you previously entered into the Eligibility section of the form will be visible and have been saved. You will need to review all of the questions and answers, but you are only required to add information where a question has been added or the answer options have been modified.

From Compensation:



The screenshot shows the VCF Online Claims System interface. At the top, there are navigation links for "Home", "Print Form", "Upload File(s)", and "View Document(s)". Below this is a warning message box with an orange header and a white body. The header text is "Re-Review Your Eligibility Form Responses". The body text reads: "The VCF made changes to the online claim form after you started the Eligibility portion of the form. These changes include updates to several existing questions and the addition of several new questions that will assist the VCF in the review of your claim. When you click 'Complete Eligibility' below, you will be taken to the start of the Eligibility portion of the form. Please review your prior responses on each tab to confirm they are correct, and answer any required questions that have been added or changed." Below the message box, there are three tabs: "TYPES OF LOSS", "COLLATERAL SOURCE PAYMENTS", and "OTHER INFORMATION". A green button labeled "COMPLETE ELIGIBILITY" is highlighted with a red circle.

★ We highly recommend that you review and submit the Eligibility section responses for all claims where Eligibility is in "Incomplete" status first, prior to moving on to the Compensation section of the form. As shown by the message in the picture above, if you begin the Compensation section first, you will be returned to Eligibility again to review those responses before being able to submit the claim form.

2. **New Document Checklists:** The Document Checklists have been updated and there is now one checklist specific to [Personal Injury Claims](#) and one specific to [Deceased Claims](#). The “Document Checklist” tab in the online claim form has been updated to provide a link to the appropriate checklist based on the claim type. The screenshot below shows an example for a Deceased Claim.

Note: If you view the “Document Checklist” tab before submitting the Registration, the system will not be able to identify if the claim is a personal injury or deceased claim, and you will see links to both Document Checklists.

AMENDMENTS CORRESPONDENCE VIEW DOCUMENTS DOCUMENT CHECKLIST

Document Checklist

In order to begin review of your claim, the VCF needs your completed claim form and certain required documents to support your claim. The Document Checklist explains the documents you must provide based on the circumstances of your claim. You do not need to submit the checklist with your claim. The VCF will accept copies of most documents – you are only required to provide an original or certified copy of a document where it is specifically noted on the checklist.

The VCF keeps all documents received. Please make copies of any documents you submit for your records.

Click on the link to access the [Document Checklist for Deceased Claims](#).

Carefully review the information in each section and use this checklist to confirm you have all the required documentation ready to be submitted to the VCF. This list includes what is needed for processing most claims; however, based on the specific circumstances of your claim, the VCF may contact you for additional documentation once we begin review of your claim.

If you have any questions or need assistance with the document checklist, please visit the [VCF website](#) or call the Helpline at [1-855-885-1555](#). Foreign language options and interpreters are available.

3. **Relationship to Victim:** A new “Relationship to Victim” field has been added to the “Claimant Information” tab for claims where the victim is not the claimant (for example, claims for deceased individuals, minor children, or guardianship situations).
4. **Victim’s Cause of Death:** The “Do Not Know” answer option has been removed from the question “*Did the decedent die as a result of his or her 9/11-related physical injury?*” for claims being filed on behalf of a decedent.

As noted in the system, if you are unsure if the decedent’s death was caused by an eligible 9/11-related condition, you should follow the steps specific to victims who are believed to have died as a result of an eligible condition. If the VCF determines that the cause of death is not related to an eligible condition, we will update the claim and process it accordingly.

Did the decedent die as a result of his or her 9/11-related physical injury or condition? *

Note: If you are unsure if the decedent’s death was caused by an eligible 9/11-related condition, you should follow the steps specific to victims who are believed to have died as a result of an eligible condition. If the VCF determines that the cause of death is not related to an eligible condition, we will update the claim and process it accordingly.

Yes

No

5. **New Employer and Union Responses:** A comprehensive list of city, state, and federal government entities has been added to select from when answering the question regarding a victim's employer.

A comprehensive list of unions has also been added to select from when answering the question regarding a victim's affiliation with a union.

6. **Private Physician Form for Pentagon/Shanksville Victims:** The questions in [Appendix D: Private Physician Packet for Pentagon and Shanksville Disaster Areas](#) have been removed from the online form and replaced with a link to the PDF version of the form. The PDF version can be completed and uploaded to the claim.

Note: You are not required to upload the completed Appendix D in order to submit the claim form, but it will be required (when applicable) before the VCF begins review of the claim. The screenshot below shows the language that will be displayed for a victim present at the Pentagon.

PRESENCE AT SITE PRESENCE AT SITE - PENTAGON PRESENCE AT SITE - SHANKSVILLE PRIOR VCF CLAIM RELATED LAWSUITS PHYSICAL INJURY

PRIVATE PHYSICIAN PENTAGON PRIVATE PHYSICIAN SHANKSVILLE CONTINUE TO COMPENSATION

For the purposes of completing this form, please use the following definitions:

- A Responder is a worker or volunteer who provided rescue, recovery, demolition, debris removal, and related support services in the aftermath of the September 11, 2001 attacks on the World Trade Center.
- A Non-Responder is a person who was present in the "NYC disaster area" in the aftermath of the September 11, 2001, terrorist attacks on the World Trade Center as a result of their work, residence, or attendance at school, childcare, or adult daycare.

Private Physician Packet For Injuries Received at The Pentagon SAVE AND CONTINUE

Click the link below to access the Private Physician form for the Pentagon disaster area.

[Appendix D: Private Physician Packet for Pentagon and Shanksville Disaster Areas](#)

Complete the form following these [instructions](#). Once you have completed the form, upload the form and the applicable supporting documents to your claim. You do not need to complete and upload the Private Physician form in order to continue with the claim form; however, you will need to submit the Private Physician information before the VCF will begin review of your claim.

Have you uploaded your completed Pentagon Disaster Area Private Physician form? *

Yes

No

SAVE AND CONTINUE

7. **New Collateral Source Payment Question:** A new question has been added to the “Collateral Source Payments” tab in the Compensation section: *“Have the victim’s dependents received or applied for any benefits from the Social Security Administration or any other government entity as a result of the victim’s 9/11-related physical injury or condition?”*

A response to this question is required for both Personal Injury and Deceased claims.

Have the victim’s dependents received or applied for any benefits from the Social Security Administration or any other government entity as a result of the victim’s 9/11-related physical injury or condition?*

Yes
 No
 Do Not Know

If Yes, identify the program and the status of the application:*

*Complete an Exhibit 1 - SSA Consent Form for any dependent who is receiving benefits.