



New Claim Form Questions

2.1 I started my claim using the old system or the old form. What happens to it now that the form and system have both changed? *(Added: August 1, 2016)*

If you previously submitted your Registration, Eligibility and/or Compensation form using the old system or the old hard copy claim form, your claim form information is in our system and you do not need to resubmit the information. You will be able to access your claim and see the information just as you have always been able to do.

However, if you started but did not submit any part of your claim in the online system, or if you submitted only part of the claim in hard copy, you will need to complete and submit the incomplete parts of your claim using the new form in order for our review to begin.

If you are using the online system, this [guide](#) provides information on the specific steps you should take based on the current status of your claim. For any section of the old form that was incomplete in the old system, the information you entered is still available for you to view and use as a reference when completing the new claim form. To view the information, click on the "View Documents" icon on your claim and click to open the file named "ClaimFormasofJuly2016.pdf."

If you are filing a hard copy claim, you will need to complete and submit those sections of the [new claim form](#) that you have not already submitted using the old form.

2.2 Do I now have to submit all parts of the claim form at the same time? *(Added: August 1, 2016)*

Yes. The new claim form has been simplified by incorporating all of the different versions of the old form into one, combined form. This means you must answer all of the questions specific to both Eligibility and Compensation before your form is considered to be submitted and ready for our review.

If you are submitting your claim online, you will need to complete all of the required questions in the Registration, Eligibility and Compensation sections of the system in order to submit your claim. You can start, save, and return to the form if needed. Although the system still shows the distinct sections of the form and an individual status for each section, you will not be able to submit your claim until you answer all of the required questions in all three sections.

If you are submitting a hard copy form, you will need to answer all of the applicable answers throughout the claim form in order for the VCF to properly enter your claim information into our system and begin our review.

2.3 Once I submit my claim using the new form, when will it be processed? *(Added: August 1, 2016)*

Claims are reviewed in the order in which they are received. Once you submit your claim, we wait to receive your "Exhibit A – Authorization for Release of Medical Records," which must be sent to the VCF as an original document, with your original signature. After the Exhibit A is received and confirmed to be complete, your claim will begin moving through the review process.

The VCF is still processing claims that were submitted under the old form and these claims will have priority over recent claim submissions. Once we begin review of your form, the status of your claim in the online system will show as "Under Review."

Once our review begins, the VCF will contact you if any additional information is needed in order to render a decision on your claim.