



Instructions for Amending a Claim

You may amend your claim if you have already filed a claim and meet one of the following circumstances:

- The WTC Health Program certifies you for a condition not previously certified, or you are diagnosed with a new 9/11 related injury or condition that qualifies for verification through the VCF [Private Physician process](#).
- Your injury or condition substantially worsens, resulting in loss that was not previously compensated.
- You have incurred additional economic losses due to your eligible injury or condition.
- You have information in support of your claim that was not submitted to the VCF when your award was determined and that you believe would affect the amount of your calculated loss.
- You need to add, change, or remove the Personal Representative or parent/guardian on an existing claim.
- Your claim was denied or deemed inactive because you did not respond to the VCF's request for missing information and you are now ready to provide the requested documents.
- You have received the initial award determination on your claim and are seeking reimbursement for out-of-pocket medical expenses that total more than \$2,000.

Follow the instructions below to amend your claim. Be sure to carefully review the instructions so you are prepared to complete your amendment in full, including submitting any required supporting documents.

If you submitted a Hard Copy Claim Form or need to submit your Amendment in Hard Copy:

- **To add a new 9/11-related condition:** Submit a cover letter requesting to amend your claim to add the new condition(s). If you are being treated by the WTC Health Program for the condition, submit your WTC Health Program certification letter.

NOTE: If you are not being treated by the WTC Health Program for your new condition(s), you must seek certification for your condition(s) through the WTC Health Program in order for the VCF to evaluate the condition(s) as eligible for compensation. **Please do not amend your claim until the new condition has been certified for treatment by the WTC Health Program.** The VCF cannot review your newly claimed condition until you submit your WTC Health Program certification letter showing the condition has been certified for treatment. In certain very limited circumstances, you may be able to seek verification of the condition through the VCF Private Physician process. Information about the criteria to be a candidate for the Private Physician process can be found on the VCF website under "Forms and Resources."

- **To add other eligibility information:** Submit a cover letter requesting to amend your claim and provide details about the new information you are submitting. Mail the letter with the required supporting documents based on the type of amendment.
- **To add new Compensation information, claim additional losses, or seek reimbursement for out-of-pocket medical expenses:** Call the VCF Helpline at 1-855-885-1555 for instructions.
- **To add, change, or remove the Personal Representative or Parent/Guardian:** Complete and submit Part I of the VCF Claim Form and the applicable supporting documents to prove your authority to file a claim on the claimant's behalf. You must mail those documents along with the items listed below to the VCF before we can review your request:
 - Claim Form Signature Page
 - "[ACH Payment Information Form](#)" or other payment instructions
 - If modifying the Personal Representative for a deceased victim, you will also need to submit:
 - [Appendix A](#) to the claim form
 - **Original or a certified copy** of the Court Order, Letters of Administration, or Testamentary Letters showing the appointment of the Personal Representative of the decedent or the executor or administrator of the decedent's will or estate, and a copy of the decedent's will if one exists
 - **Original or a certified copy** of the death certificate listing the cause of death
 - If modifying the Parent or Guardian, you will also need to submit:



- Copy of the minor's birth certificate (if not already provided to the VCF)
- Document showing the current status of any custody agreement
- Copy of the court order granting custody or appointing guardianship or a copy of the will or deed appointing guardianship

If you submitted your claim form Online:

Log in to your claim. Go to the Summary Table to check the current status of the specific section of your claim form (Eligibility or Compensation) that you need to amend. You will only be able to amend your claim if you have previously submitted the applicable section of the form. If the status shows as "Incomplete," you will not be able to amend your claim but can edit the information directly into the form before submitting it.

1. Click on your VCF number to get to the Claim Details page.
2. Click on the "Amendments" tab where you can view previously submitted amendments or submit a new amendment. Previously submitted amendments can be viewed by clicking on the amendment number, but they cannot be edited.

• **To add a new 9/11-related condition:**

1. Click on "Add Eligibility Amendment."
2. Select the new condition(s) from the drop down list and click "Add Condition." If applicable, enter comments into the text field provided.
3. Click "Submit Amendment" to submit your amendment. You will return to the "Amendments" screen where you can start a new amendment (if applicable) and view the submitted amendment.

NOTE: If you are not being treated by the WTC Health Program for your new condition(s), you must seek certification for your condition(s) through the WTC Health Program in order for the VCF to evaluate the condition(s) as eligible for compensation. **Please do not amend your claim until the new condition has been certified for treatment by the WTC Health Program.** The VCF cannot review your newly claimed condition until you submit your WTC Health Program certification letter showing the condition has been certified for treatment. In certain very limited circumstances, you may be able to seek verification of the condition through the VCF Private Physician process. Information about the criteria to be a candidate for the Private Physician process can be found on the VCF website under "Forms and Resources."

• **To add other eligibility information:**

1. Click on "Add Eligibility Amendment."
2. Select "Other (including traumatic injury)" from the bottom of the drop down list.
3. Enter the reason for the amendment (i.e. presence, lawsuit information, etc.) in the new text box that appears.
4. Click "Add Condition."
5. Enter additional details about your amendment in the comments field.
6. Click "Submit Amendment" to submit your amendment. You will return to the "Amendments" screen where you can start a new amendment (if applicable) and view the submitted amendment.

• **To add new compensation information, claim additional losses, or seek reimbursement for out-of-pocket medical expenses:**

1. Click on "Compensation Change."
2. Select one or more categories from the list to indicate the type of change you would like the Special Master to consider: Medical Expenses, Loss of Earnings, Replacement Services, Non-Reimbursed Burial and Memorial Services Costs (for deceased claims only), Collateral Offsets, or Non-Economic Loss.
3. In the text box, provide details of the changes you are requesting to the previously submitted Compensation section of your claim form. If you are seeking reimbursement for out-of-pocket medical expenses, you also must submit a Medical Expense Worksheet and Medical Expense Supporting Documentation packet. The amendment must be submitted with the required documentation and in the required format as explained in Section 2.4 of the VCF "Policies and Procedures" document.



4. Click “Submit Amendment” to submit your amendment. You will return to the “Amendments” screen where you can start a new amendment (if applicable) and view the submitted amendment.

- **To Add, Change or Remove the Personal Representative or Guardian:**

1. Click on “Modify PR or Guardian.”
2. Complete all required fields shown with a red asterisk.
3. Click “Submit Amendment” to submit your amendment. You will return to the “Amendments” screen where you can start a new amendment (if applicable) and view the submitted amendment.

- **To Upload Documents in support of the Amendment:**

All amendments require some type of supporting documents or information. The Amendment screen lists the documents you need to submit based on your amendment type. You may also review the [Document Checklist](#) to identify the applicable documents. Although the checklist is intended for first-time claim submission, the documents listed are generally the same when submitting an amendment.

From the “Amendments” tab:

1. Click on “Upload File(s)” on the top right tool bar. Follow the steps to upload the documents.
2. Once you have completed uploading the documents, you can view all documents submitted on the claim by clicking the “View Documents” button next to “Upload Files.” You can also view supporting documents under the “View Documents” tab in the Claim Details view.