September 11th
Victim Compensation Fund

September 11th Victim Compensation Fund (VCF) New Claimant Portal - Overview Training

August 2016

Agenda

- **Introduction**
- **General Overview**
- **Content Updates**
- **Transition Scenarios**
- **Known Issues**
- **Try it out!**
- **Wrap up**

General Overview

General Overview – Major Changes

- **New URLs – make sure to bookmark them and remove the old links!**

- **One claim form**
  - Combines the old Eligibility, Compensation, Personal Injury, and Deceased forms into one form.

- **New terms: "Victim" and "Claimant"**
  - "Victim" refers to the individual who has been diagnosed with a September 11th-related physical injury or condition.
  - "Claimant" refers to the individual who is filing the claim to seek compensation for the victim.
  - Individuals who are filing an injury claim on their own behalf are both the claimant and the victim.

- **Private Physician ("PP") forms**
  - The questions from the PP packets for all three sites are now incorporated into the Eligibility portion of the form and will appear when applicable based on prior responses.

General Overview – Major Changes (continued)

- **Document Checklist**
  - Improved and intuitive document checklist will show you what you need to submit in support of the claim based on how the questions are answered throughout the form.
  - Claims started in the old system will show the "generic" document checklist.

- **Logic-driven questions**
  - Each section (Registration, Eligibility and Compensation) begins with a landing page that asks a critical question.
  - Based on the response to that question, the remainder of the form will show and hide the appropriate questions that pertain to the specific claim scenario.

- **Upload and View Documents**
  - You can now upload and view documents from each screen in the claim.
  - At any point within the claim form, you can upload documents for that claim and then view what you have uploaded to date. You will need to refresh your screen but otherwise, the upload is instantaneous.

General Overview – Major Changes (continued)

- **Documents Required for Processing**
  - We have reduced the number of required documents that are needed to process and pay claims:
    - Claim Form Signature Page
    - Exhibit A
    - Client Authorization and/or ACH Form
    - Exhibit C (one per firm, not per claim)
    - Exhibit 1 / Exhibit B1 (Loss of Earnings claims *only*)

- **Milestone Status**
  - The Eligibility and Compensation milestones for <u>new</u> claims will now move simultaneously.
  - Once you begin the eligibility portion, both the Eligibility and Compensation milestones will move to "Incomplete (Continue)" on the summary table.
  - Both milestones will move to "Submitted" <u>only</u> when the required questions in **both** Eligibility and Compensation have been answered.

General Overview - Functionality

- **Claims Process and Claimant Search are combined into "Claim Details."**
- **New functionality has been added – you can now:**
  - Filter claims based on the status of each milestone or on multiple milestones, the name, etc.
  - Conduct an advanced search of claims based on VCF numbers, first names or last names, and claim status.
  - Export a list of claims to include VCF numbers, names, and milestone statuses.
  - New "Claim Details"
    - View and edit contact information for victim, claimant, authorized representative and attorney
    - View documents submitted to the VCF
    - View previous claim form answers in a PDF file named "Claim Form as of July 2016"
    - View outgoing correspondence
    - Upload documents
    - View and file amendments
    - Review the dynamic, claim-specific document checklist
- **Previous functionality still available:**
  - As in the previous system, you can still print the form if needed.

General Overview – Security

- **For new and existing account holders:**
  - You will continue to be able to reset your password by answering several of your security questions.
  - Password criteria is set by DOJ – 12 characters to include one upper case, lower case, numeric and special character.
  - Law firm users with delegation access can still delegate claims within their law firm to other users.

- **DOJ policy regarding use of the system:**
  - You must not share your account login information with anyone.
  - Only you should log into your account.
  - Each individual must create their own unique username and password.
  - If a user within your firm leaves, you must notify the VCF to deactivate their account. Please email Colleen King with the individual's name and username so it can be deactivated.
  - Failure to comply may lead to access being revoked on the account.

- **Downgraded access:**
  - User access will be downgraded after 3 months of inactivity.
  - You will only see your claims – any delegated claims will be removed and any additional user profiles removed.

- **Do not open multiple tabs on your browser because they are not unique and it will cause issues with the system!**
  - When using the online system, ensure that you are working in a <u>single</u> tab.

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Content Updates

Content Updates – Registration

- **You will need to submit the following in order to secure timely registration:**
  - Victim's name, DOB, SSN and mailing address
  - If the claim is being filed on behalf of the victim, you will need the following:
    - Victim's name, DOB, SSN
    - Claimant's name, DOB, SSN and mailing address
- **Questions relating to presence at site are now in Eligibility.**
- **Questions about the PR and deceased victim are now in Registration.**
- **Once registration is submitted, the victim's name, DOB, and SSN cannot be changed. The same is true for the claimant.**
- **"Alternative Contact" is now an option to provide the name and information about someone who has permission to speak with the VCF about the claim (but is not the claimant).**

Content Updates – Eligibility

- **Streamlined Questions:**
  - We have streamlined questions about presence at site, including NYC, Pentagon, and Shanksville victims.
  - Duplicative questions have been removed.
  - Aimed to isolate key information that is required for each portion.
  - Physical Injury tab now includes the Private Physician questions for those conditions not being treated by the WTC Health Program.
  - The VCF1 claim and lawsuit questions have been simplified.

- **Eligibility <u>cannot</u> be submitted *even if all questions are answered*. The claim form can only be submitted once all eligibility <u>and</u> compensation questions have been answered.**
  - Until both milestone statuses move to "Submitted," you can continue to edit the answers to any questions within both the eligibility and compensation sections.

Content Updates – Compensation

- **You can now affirmatively claim non-economic loss only.**

- **Medical expenses and replacement services are now combined into one section (no more separation of past and future).**

- **Medical expenses are now claimed by uploading the Medical Expense Worksheet.**

- **Loss of Future Earnings now includes additional specific questions about compensation and wage loss, including pension loss.**

- **Once you have answered all your questions across eligibility and compensation, you can then submit the claim form. Submitting the claim form will submit both portions simultaneously.**

Content Updates – Amendments

- **Amendments are now housed in the Claim Details section of the online system.**

- **From Claim Details, you can do the following:**
  - File eligibility, compensation, and PR-related amendments
  - View previously-filed amendments
  - Upload documents in support of amendments

- **Reminder: Amendments can only be filed once the claim is submitted. Prior to submission, the information can be edited directly into the form.**
  - Amendments <u>cannot</u> be filed on claims in the following statuses:
    - Duplicate
    - Cancelled
    - Superseded
    - Withdrawn

Content Updates – Deceased Claims

- **Streamlined Process:**
  - The Personal Injury and Deceased Claim Forms have been combined into one form.
  - The logic that drives the decedent-specific questions is based on the Registration section of the form.
    - If you have a previously submitted injury claim and the victim passes away, you will need to begin a new Registration if the victim died as a result of his/her 9/11-related physical condition.
  - Exhibit F (Notice of Filing of Claim) has been removed as a free-standing exhibit, and is now incorporated directly into the form.
    - If you have an older claim for which you need to submit an Exhibit F, the form is still available on the website.

- **There is a specific tab of questions that only appears for claims being filed on behalf of a deceased individual who died as a result of his or her 9/11-related physical injury or condition.**

Transition Scenarios

Transition Scenarios

- **If you started a claim but were not able to submit both Eligibility and Compensation before the system was locked, then the claim is in a "Transition Scenario"**
  - Some Transition Scenarios include:
    - Registration = Submitted; Eligibility = No Milestone; Compensation = No Milestone
    - Registration = Submitted; Eligibility = Submitted; Compensation = No Milestone
    - Registration = Submitted; Eligibility = No Milestone; Compensation = Submitted
- **If a portion of the claim is "Incomplete," the "START" button on the summary table will tell you where to begin.**
- **If you began a portion of Eligibility or Compensation but did not submit, then the data will be stored in a PDF file named "Claim Form as of July 2016"**
  - You can locate the file by clicking on the VCF claim number and looking under "View Documents."
  - You will need to start over for the portion of the claim that was incomplete (Eligibility or Compensation).
  - If a registration was started in the old system but never submitted, you will need to create a new registration for that individual with a new VCF number. The VCF will cancel the original registration and VCF number once the new claim form is submitted.

Reminders

- **Eligibility cannot be submitted even if all questions are answered. The claim form can only be submitted once all Eligibility and Compensation questions have been answered.**

- **The conditions recently added by NIOSH – new onset COPD and acute traumatic injuries – are not yet available as dropdown conditions:**
  - To add those conditions in either an initial filing or in a conditions amendment, select "Other" from the dropdown menu and type in the name of the condition in the text field.