

VCF Online Claims System July 2018 Enhancements

The enhancements and updates listed below will be available in the online claims system beginning on Monday, July 30th.

New functionality for claims when the claimant is not the victim

The claims system has been updated to include new claim statuses in the “Registration Status” column. The new statuses apply only to claims for which the claimant is not the victim. This includes claims filed by a Personal Representative (“PR”) of a deceased victim, as well as claims filed by a parent or guardian of a minor victim, or a guardian of a non-minor. These claims require the VCF to validate the individual as the person authorized to represent the victim for the VCF claim before any further review of the claim can occur. In the past, this “PR validation” review activity was not separately reflected in the online system, making it difficult for claimants to know the status of this particular step in the review process. The “Registration Status” column will now reflect the status of the claim as it moves through this validation process. Claims that do not include a Personal Representative, parent, or guardian will remain in Registration “Submitted” status.

Claims are routed through the validation process if a new claim includes a Personal Representative, parent, or guardian in the “Claimant Information” section of the claim form, or if a PR Amendment is filed on a previously submitted claim. Once the VCF begins the review to validate that the individual is authorized to file the claim on the victim’s behalf, the “Registration Status” will be updated to reflect the status of the validation process. The Eligibility and Compensation statuses will remain in “Submitted” status until the VCF has validated the Personal Representative, parent, or guardian and the Registration status shows as “PR Validated.” Once the PR is validated, the Eligibility and Compensation statuses will move to “Ready for Reviewer: Pending Review.”

Additionally, when Registration is in certain statuses, claimants will only be able to submit a PR amendment, and will not be able to submit any other types of amendments or upload documents to the claim, until a PR amendment is filed.

1. New Registration Statuses – The “Registration Status” column will reflect one of the following statuses for these claims. Note: although the statuses refer to Personal Representatives, these same statuses also apply for parents or guardians.

- Submitted – PR
- Preliminary PR Review
- Awaiting Substantive PR Review
- Under PR Review
- Pending PR Validation
- PR Validated
- PR Denied

The [Claim Status Definitions](#) document on the VCF website has been updated to include the definitions for the new statuses.

Claim Number	First Name	Last Name	Registration Status	Eligibility Status	Elig Status Date	Compensation Status	Comp Status Date
VCF0025122	test pr claim	EMILY's	Under PR Review	Under Review	6/21/2018	Under Review	6/20/2018
VCF0025117	PR Claim	Emily's	PR Validated	Ready for Reviewer: Pending Review	6/18/2018	Ready for Reviewer: Pending Review	6/18/2018
VCF0025088	new link test	1	Pending PR Validation	Under Review	6/12/2018	Under Review	6/12/2018
VCF0025087	test	test	Preliminary PR Review	Under Review	5/31/2018	Under Review	5/31/2018

2. Disabling Eligibility and Compensation Amendments and Document Upload for certain statuses – In addition to the new Registration statuses, the system has also been updated to guide claimants to submit a Personal Representative amendment when one is required in order for the claim to move forward in the review process.

If Registration is in either the “On Hold – Claimant Passed Away” or “PR Denied” status, you will not be able to submit an Eligibility or Compensation amendment or upload documents to the claim until a PR amendment is submitted. This ensures that the VCF has the information needed in order to validate the Personal Representative, which must be completed before any new amendments or documents can be reviewed. Once the PR amendment is submitted, the options to submit Eligibility and Compensation amendments and upload documents will once again be enabled.

