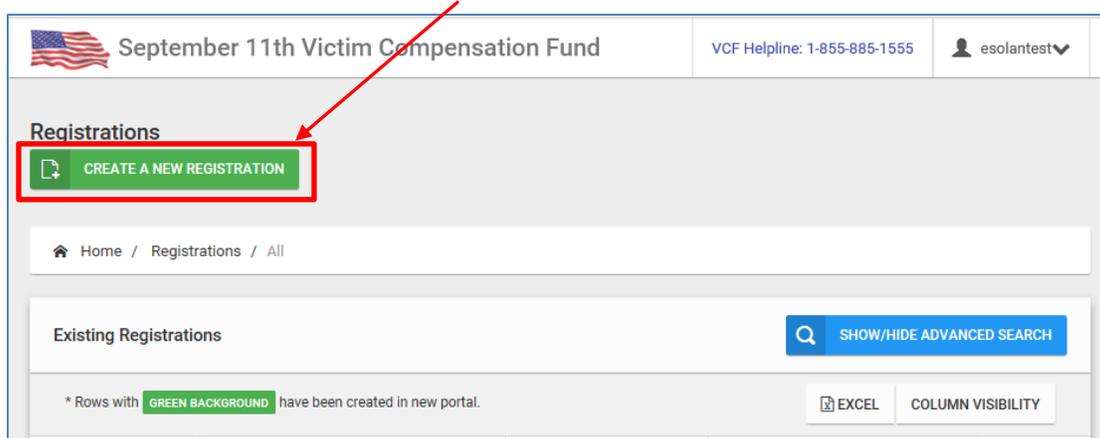


## VCF Online Claims System - May 2019 Enhancements

The enhancements and updates listed below will be available in the online claims system beginning on Monday, May 6th.

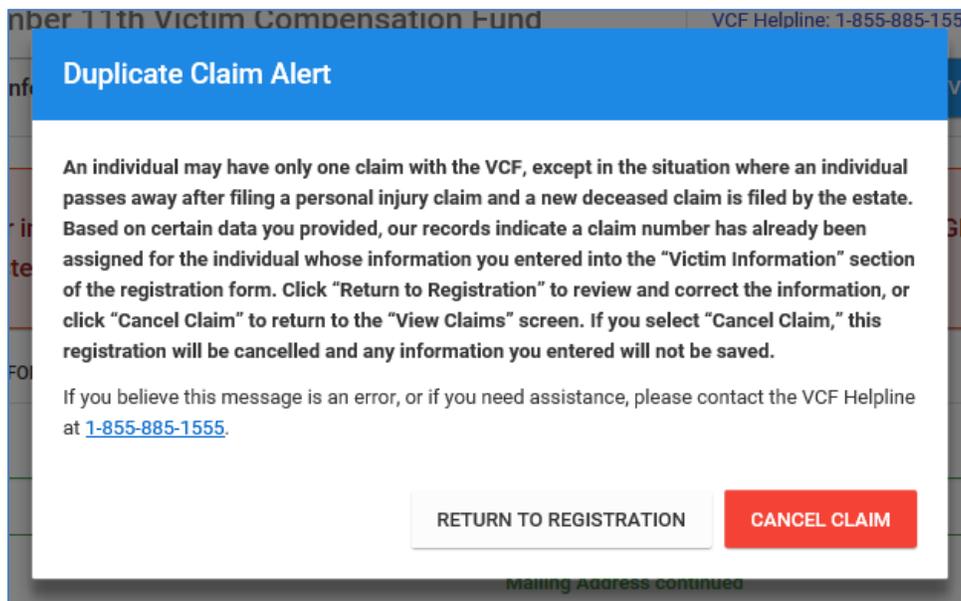
- 1. New location for “Create a New Registration” button** – On the Claim Search page, the “Create a New Registration” button has been moved to the left side of the screen below the word “Registrations,” and the color has been changed from blue to green to match the home page. This update was made based on feedback from several law firm users who requested that we look for a way to make the button stand out in an effort to prevent users from inadvertently creating empty registrations.



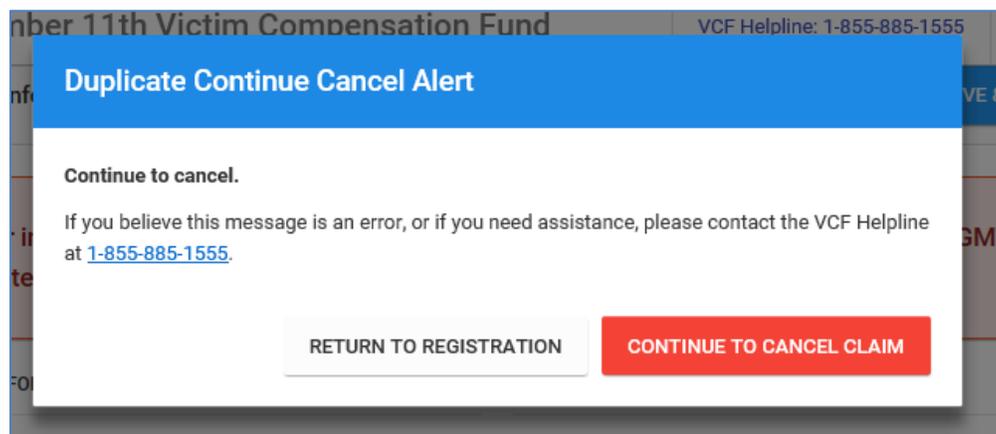
**Important Note:** As a reminder, each time you click “Create a New Registration,” a new VCF number is assigned, *even if you do not enter any data into the registration form*. If you then close out of the registration, the claim number is still in the system, and it will still show in your list of claims. **Please do not click the “Create a New Registration” button unless you are ready to complete a new registration.**

- 2. Prevent Duplicate Registrations from being Submitted** – As you know from recent [communications](#), the VCF has seen an increasing number of multiple registrations and/or claims – for the same claim type – being submitted for the same victim, as well as an increase in the use of “dummy” SSNs, which also creates what appear to be duplicate claims in our system.

To prevent these duplicate registrations and claims, the system has been changed to prevent a user from registering a claim if the data that is entered matches to the data in an existing registration of the same claim type (personal injury or deceased). The following message will display when a duplicate registration is entered:



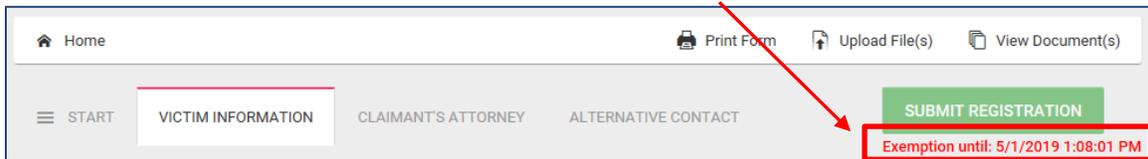
If you select "**Return to Registration**," you will be returned to the registration form and can correct any data you may have entered incorrectly. If you select "**Cancel Claim**," the message below will appear:



Click "**Continue to Cancel Claim**" to confirm the claim should be cancelled. If you believe you reached the Duplicate Claim Alert message in error, you can call the VCF Helpline.

These changes apply only for "like" claim types (multiple PI claims or multiple deceased claims); the system will still allow you to submit one subsequent registration in the unfortunate instance where a previously registered PI victim passes away and a new deceased claim needs to be filed.

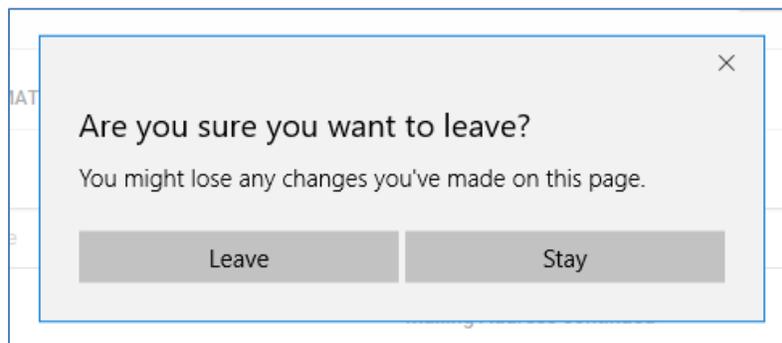
**Duplicate Claim Exemption** – If you believe that the duplicate registration you are attempting to submit merits an exemption – for example, if you received the "Duplicate Claim Alert" when attempting to submit a new registration as instructed by the VCF – you should call the Helpline and they can grant you an exemption so that you can complete and submit the new registration. **Exemptions will only be granted in certain very limited situations.** When the Helpline grants an exemption, the system will show "**Exemption until**" and a date and time in **red letters** under the "Submit Registration" button (see next page). You will have 24 hours from the time the exemption is granted to submit the registration form.



**Important Note:** The Helpline cannot grant an exemption for any registration that is already in “Cancelled” status. If you plan to request an exemption in order to submit a duplicate registration, please click on “Return to Registration” instead of “Cancel Claim” before contacting the Helpline.

We believe these changes are to your benefit, as you will be alerted immediately if the individual you are trying to register has a previously registered claim. You can then discuss with your client how he or she would like to proceed, and if appropriate, submit a Change of Attorney request on the previously-filed claim. These changes should also reduce the amount of duplicative work you may need to do, as well as the extra workload duplicate claims create for our VCF team.

- 3. Cancellation of Empty Registrations** – In an effort to clean up empty registrations (registrations for which all data fields are blank), the system will now automatically move claims to “Cancelled” status if the Victim Information has not been saved and you attempt to navigate away from the page. Before you leave the page, you will see the message below confirming that you want to leave the page:



If you select “Leave” the blank registration will be cancelled. As a reminder, “Cancelled” status means that no further action will be taken on the claim and you cannot modify it through the online system.

**Important Note:** Cancelled claims will remain in your list of claims in the system. When the system cancels the duplicate or empty registration, the status will show as seen below:

Existing Registrations			
Registration Status	Eligibility Status	Elig Status Date	Compensation Status
Cancelled	n/a		n/a