

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: Important Update: Changes related to Missing Information Requests
Date: Monday, August 23, 2021 10:24:21 AM

This email is sent from an unattended mailbox.

Good morning,

Due to precautions put in place as a result of COVID-19, the VCF continues to experience significant delays in processing incoming mail, which can delay overall claim review. We continue to strongly encourage you to upload all documents to the online claim other than those that the VCF specifically requires to be originals, which are the only documents that should be mailed.

Because the VCF does not require the original for most documents, the changes detailed below are effective immediately for any claims in the following [statuses in the online system](#): “Under Review,” “Amend/Appeal: Under Review,” “Ready for Reviewer: Pending Review,” or “Amend/Appeal: Pending Review”:

- For any missing information requests that do **not** require a document to be mailed to the VCF in hard copy, we will render a decision on the claim based on what is in the claim file following the 30-day missing information response period. This means that we will not hold the claim while waiting for the incoming mail to be processed when the requested documents are ones that should be uploaded to the claim. As a reminder, if you are in need of an extension to respond to a Missing Information letter, the VCF will allow a grace period if you call to request the extension and provide a date by which you expect to have the document.
- For any missing information requests that **do** require a document to be mailed in hard copy (for example, a Third Party Verification form or a death certificate), you are required to provide notice to the VCF alerting us to the date on which the document was mailed or requested to be mailed. You must do this for any document you mail in response to a missing information request that requires an original document, as well as for any document that you request to be mailed directly to the VCF by a third party such as an employer. By providing this notice, we know to expect the document and will hold the claim for a reasonable period of time to allow for mail processing before rendering a decision. Notice can be provided by:
 - Uploading a letter to the affected claim describing the document that has been mailed or requested to be mailed, or
 - Calling the VCF Helpline at 1-855-885-1555, or
 - Contacting the VCF’s law firm liaisons.

Note: This policy applies only to claims that are in a status of “Under Review,” “Amend/Appeal: Under Review,” “Ready for Reviewer: Pending Review,” or “Amend/Appeal: Pending Review” in the online system. Notice is not required when mailing the documents required at the time the claim is first submitted.

As a reminder, the majority of missing information requests are for documents you should have submitted with the initial claim, or should have reviewed in detail prior to submission to confirm that the document would meet VCF sufficiency requirements. Submitting necessary and sufficient documents at the time of claim submission continues to be the best way to avoid missing information requests and to ensure that the VCF processes the claim in the most timely manner.

Thank you.

Please do not reply to this email. This email was sent from a mailbox that is not monitored.



VCF Helpline: 1-855-885-1555

Website: www.vcf.gov

Information for Law Firms: www.vcf.gov/lawfirms

Follow the VCF on [Twitter](https://twitter.com/Sept11VCF) @Sept11VCF