

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: Missing Information Extension Requests – Updated Policy
Date: Friday, July 1, 2022 2:15:29 PM
Attachments: [image001.png](#)

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Good afternoon,

In 2020, we instituted a policy allowing you to liberally request additional time to respond to missing information letters. This policy was created to help you gather necessary information from your clients when COVID-19 first began to interrupt normal operations. In the last year, we have found that some law firms are requesting 5-6 extension requests that are delaying review of their claims for more than 6 months, and the requests do not appear to be made in a good faith effort to obtain the missing information.

We are now changing that policy. **Effective today, you are allowed to request one 60-day extension to respond to missing information letters.** This means each claim will be allowed up to 90 days maximum to respond to a missing information letter if you request the additional time. Extension requests must be made in writing. Do not call the Helpline and make a request via phone. Once the extension time has lapsed, we will make a decision on the claim based upon the documentation that has been submitted at that time.

In very rare circumstances, we may allow an exception to this new policy that will afford additional time to respond. If you seek an exception to this extension policy, you must: (a) submit the exception request in writing; (b) very explicitly detail the reason and actions causing the delayed response; and (c) provide a specific date by which you will submit the required information. Extension requests for an indefinite period will not be approved. If you seek an extension for more than 90 days total, you must explain why you need additional time, and state when you will provide the necessary information. Your request will not be considered if it does not meet these requirements.

Extension requests submitted prior to this notice will not be impacted. The additional time requested is still available for you to submit the necessary information.

The VCF's goal has always been, and always will be, to render decisions on claims as quickly as possible. This change supports that goal and reflects a return to pre-COVID operations. As a reminder, submitting complete claims and providing timely responses to missing information letters help us process claims without delay.

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