

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: Important Updates: "Other" option from the "Select a Law Firm" dropdown no longer available and Cancelling Incomplete Registrations
Date: Tuesday, February 21, 2023 12:39:14 PM
Attachments: [image001.png](#)
[Online Claims Management System Enhancements - February 2023.pdf](#)

This email is sent from an unattended mailbox.

Good afternoon,

This email contains important information about recent enhancements and updates to the VCF's online claims management system. These updates are in place as of February 20, 2023.

Highlights of the updates are noted below. ***Please read the attached document in detail and share with all members of your team who work VCF claims.***

- **The "Other" option from the "Select a Law Firm" dropdown on the Claimant's Attorney tab/Law Firm Information section is no longer available.** If your law firm does not appear on the list, or if your firm's contact information needs to be updated with the VCF, contact the VCF Helpline at 1-855-885-1555 for assistance. NOTE: Law firms that are new to the VCF and not on the "Select a Law Firm" dropdown list can ONLY be added to the list by contacting the VCF Helpline.
- **Cancelling Incomplete Registrations.** For incomplete Registrations (Registrations that have not yet been submitted) where the Victim Information tab is not complete, and there are no documents uploaded to the claim, the Registration will automatically be cancelled in the system and the status will change from "Incomplete" to "Cancelled."

Thank you.

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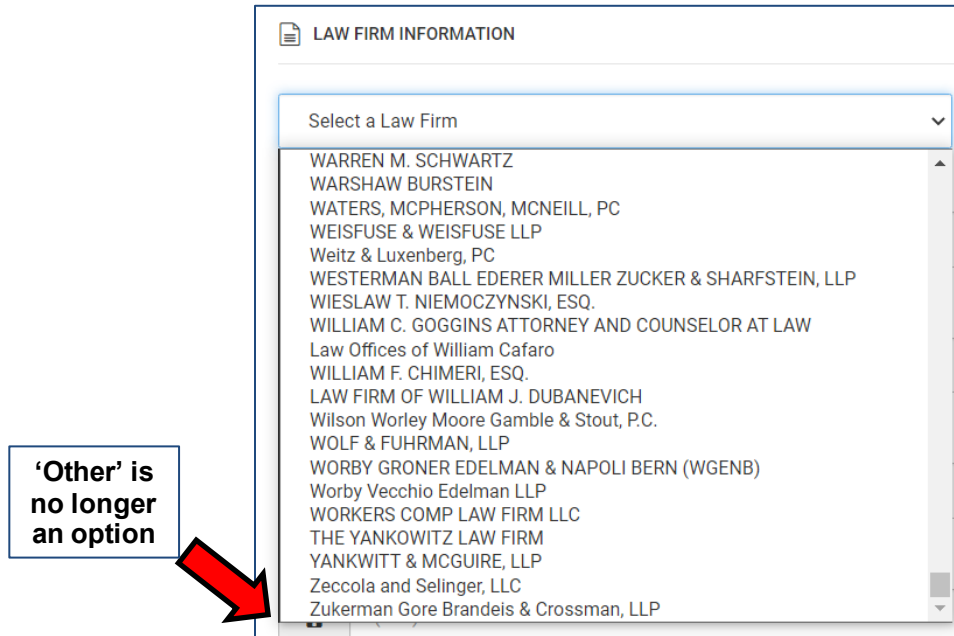


VCF Helpline: 1-855-885-1555
Website: www.vcf.gov
Information for Law Firms: www.vcf.gov/lawfirms
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The enhancements and updates listed below will be available in the online claims system beginning on Monday, February 20, 2023.

1. **The “Other” option from the “Select a Law Firm” dropdown on the Claimant’s Attorney tab/Law Firm Information section is no longer available.** As part of the system updates that occurred over the weekend, we removed the ability in the system for users to select the “Other” option from the drop-down list of available law firms. This change applies to the lists in both the Claimant’s Attorney tab of Registration and the Law Firm Information section in Claim Details.



Additionally, law firms no longer have the ability to edit the contact information stored in the system for the firm. The ability to edit this information within an individual claim on either the Claimant’s Attorney tab of Registration or the Law Firm Information section in Claim Details has been removed.

If your law firm does not appear on the list, or if your firm’s contact information needs to be updated with the VCF, contact the VCF Helpline at 1-855-885-1555 for assistance. NOTE: Law firms that are new to the VCF and not on the “Select a Law Firm” dropdown list can ONLY be added to the list by contacting the VCF Helpline.

For historical claims where “Other” was previously selected for your firm, and the firm’s name was then manually entered in the claim, if you return to the Incomplete Registration and click “Save & Continue” without selecting a law firm from the dropdown, the following error message will appear as shown on the following page:

“If you previously selected “Other” when entering your attorney information, the law firm name you previously entered will not appear below. To continue, select a law firm from the list. If the law firm does not appear on the list, or the information for the firm is not correct, contact the VCF Helpline at 1-855-885-1555 for assistance. Additional guidance can be found in the blue box above.”



The same error message will also appear for any submitted Registrations where “Other” was previously selected for your firm and you are now updating any of the claimant’s contact information in Claim Details.

- Cancelling Incomplete Registrations.** For incomplete Registrations (Registrations that have not yet been submitted) where the Victim Information tab is not complete, and there are no documents uploaded to the claim, the Registration will automatically be cancelled in the system and the status will change from “Incomplete” to “Cancelled.” This automated process will happen nightly. As part of this change, the messaging on the Victim Information tab has also been updated to the following as shown below:

“Complete the information below for the individual who was physically present at a 9/11 crash site. You must complete all required fields and click “Save and Continue” for the information to be saved. If you do not complete all required fields, and you leave this page, the information you entered will not be saved and this registration will be cancelled.”