

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: Call to Action: Getting Claims into "In Good Order"
Date: Friday, March 31, 2023 1:26:36 PM
Attachments: [image001.png](#)
[VCFPrematureInsufficientClaimSummaryReport_03312023.pdf](#)
[Understanding the Premature and Insufficient Claims Report.pdf](#)

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Good Afternoon,

During the meeting held with law firms on January 25, 2023, the VCF introduced the concept of "In Good Order" claims and explained the importance of ensuring all claims are in good order before the launch of the new claims system, myVCF, in early 2024. All firms are encouraged to review in detail the [notes and materials](#) from that meeting.

As explained during the meeting, the requirements for a claim to be considered "in good order" are not new. They are the same requirements we have had in place for years, and historically referred to as "minimally required documents and information." These include:

- Claim Form Signature Page; and
- Exhibit A – Authorization for Release of Medical Records; and
- Proof of the victim's presence at a 9/11 crash site (unless the VCF has a relationship in place to get the proof from a third party on the victim's behalf); and
- WTC Health Program Certified Condition (or a Private Physician Packet for those claimants who qualify for a Private Physician exception).

We are designing myVCF to enforce the "in good order" rules, which means claims that are not in good order cannot be submitted in the new system. This also means that any claims that are not in good order at the time the new system goes live are at risk of being denied as they do not contain the basic information needed to process the claim.

Although early 2024 may seem far away, it is fast approaching. We must work together to clean up as many claims as possible that are not currently in good order so they can be decided – or at least transitioned to myVCF in a position to be fully processed when the time comes.

As our partners in assisting the 9/11 community, ***we need your help*** to get all the currently submitted claims missing one or more of these pieces of information/documentation into "In Good Order." **Here is what we are doing, and what you can do to help:**

- **New messaging in claims system:** The online claims system was updated on March 31, 2023, with new messaging explaining that if a claim does not contain **all** the minimally required documents for processing, it will not meet the requirements for the new system and may be denied prior to the launch of myVCF.
- **New reporting:** Attached to this email is the "VCF Premature and Insufficient Claims Summary Report" and an accompanying explanation document. As

discussed during the January law firm meeting, these reports show the magnitude of the issue we are facing in terms of claims that are not in good order, and therefore cannot be reviewed because we do not have the basic information we need to render a decision on the claim. The data in the report is current as of **March 1, 2023**.

In the coming weeks, law firms with 500 or more claims will be sent a law firm-specific version of the Summary Report.

- **Take Action! Inactive claim clean-up:** Any claims represented by your firm that show as “Inactive” status in the online system require you to ***take action now!*** These claims are not in good order. Review the most recent Missing Information letter uploaded to the “Correspondence” tab of the claim and submit the requested information and/or documents so the claim can continue forward for review.

In the coming months, we will communicate with you more regarding our efforts to get claims into “in good order” prior to the launch of myVCF, including sending more detailed reporting for the larger law firms to assist in identifying what is currently missing from claims represented by these firms.

We appreciate your partnership in helping to prepare for the exciting transition to myVCF. If you have any questions regarding the new reports, or what is needed to get your firm’s claims into “In Good Order” in advance of the myVCF launch, please contact our law firm liaisons.

Thank you.

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