

**From:** [Communications, VCF \(CIV\)](#)  
**To:** [Communications, VCF \(CIV\)](#)  
**Subject:** VCF Process and Policy Changes  
**Date:** Friday, May 26, 2023 4:12:52 PM  
**Attachments:** [image001.png](#)

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Good afternoon,

Since the beginning of the year, the VCF has highlighted the work all law firms must do to ensure the claims you represent are in good order before the launch of the new claims system, myVCF, in early 2024. We have now moved our focus internally and established several new process and policy changes to assist our team in deciding as many claims as possible prior to the transition to the new system. The following changes are effective immediately:

- Claims issued Missing Information letters during preliminary review will now have 30 days to respond (rather than the current 60 days) before the claim is procedurally denied. Any claims for which a Missing Information letter has already been sent will be allowed the 60 days as outlined in the letter.
- The time to respond to Missing Information letters issued during substantive review will no longer be subject to extensions, except in **extremely** limited circumstances. Requests for extensions should be uploaded to your claim, explicitly detail the reason for the extension request and the actions causing a delayed response, and provide a specific date by which you will submit the missing information. Extension requests for an indefinite period or directed to the Helpline or law firm liaisons will **not** be considered.
- If you amend a claim that was substantively denied, and the information submitted with the amendment is not new (i.e., it is the same as prior submissions), we will not issue a Missing Information letter before rendering a decision on the amendment.
- Claims that are submitted without a certified condition will no longer be held in preliminary review. The VCF will issue a Missing Information letter and procedurally deny the claim after 30 days, absent proof of certification. Any claims currently being held in preliminary review for this reason for which Missing Information letters were already sent, and proof of certification has not been submitted, will be procedurally denied after the 60-day period noted in the letter.

If you have any question or concerns regarding these changes, please contact our law firm liaisons at [VCF.AttorneyInfo@usdoj.gov](mailto:VCF.AttorneyInfo@usdoj.gov).

We all share the goal of deciding claims as quickly as possible, and these changes support that goal. Thank you for your partnership in our efforts to ensure the transition to myVCF is as seamless as possible.

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