Department of Justice (DOJ)
9/11 Victim Compensation Fund (VCF)

Claimant Portal Review of May 2014 Updates

05/14/14
Training Agenda

- Introduction

- Review of New Claim Management System (CMS) Functions
  - Amend a Claim
  - Retrieve Law Firm Communications (such as a Private Physician Packet, Status spreadsheets)

- Other Updates
  - Search Update for <Enter>
  - Registration Lock-Down
  - Change Claim Ownership (as executed by VCF)

- Recap / Questions
Amend Claims – Overview

- CMS now allows a claim to be amended after Eligibility or Compensation Review has started. Amending a claim can also occur after the claim is deemed Eligible or after Compensation has been awarded.

- Changes:
  - Update to “Claims Process” to support amendments
  - New form to add conditions to a claim
  - New form to update the compensation claim
Amend Claims – Claims Process

- **<Registration Status>** shows screens to edit the Claimant, Personal Representative, and Attorney information at any time.

- **<Eligibility Status>** shows screens to modify the Eligibility claim only if the status is “Incomplete” or “Submitted” or the Eligibility claim has not been started.

- **<Compensation Status>** shows screens to modify the Compensation claim only if the status is “Incomplete” or “Submitted” or the Compensation claim has not been started.

<table>
<thead>
<tr>
<th>Case Number</th>
<th>Last Name</th>
<th>First Name</th>
<th>Registration Status</th>
<th>Eligibility Status</th>
<th>Compensation Status</th>
<th>Print Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>VCF0004278</td>
<td>Smith</td>
<td>Joe</td>
<td>Incomplete</td>
<td>[Start]</td>
<td>n/a</td>
<td>Print Form</td>
</tr>
<tr>
<td>VCF0005678</td>
<td>Barney</td>
<td>Jane</td>
<td>Submitted</td>
<td>Incomplete</td>
<td>Submitted</td>
<td>Print Form</td>
</tr>
<tr>
<td>VCF0007689</td>
<td>Mouse</td>
<td>Mickey</td>
<td>Submitted</td>
<td>Submitted</td>
<td>Submitted</td>
<td>Print Form</td>
</tr>
<tr>
<td>VCF0009834</td>
<td>Responder</td>
<td>Test</td>
<td>Submitted</td>
<td>Under Review</td>
<td>Under Review</td>
<td>Print Form</td>
</tr>
<tr>
<td>VCF0012901</td>
<td>Jackson</td>
<td>Jerry</td>
<td>Submitted</td>
<td>Approved</td>
<td>Substantially Complete</td>
<td>Print Form</td>
</tr>
<tr>
<td>VCF0014555</td>
<td>Brown</td>
<td>Testers</td>
<td>Submitted</td>
<td>Approved</td>
<td>Loss Determination Sent</td>
<td>Print Form</td>
</tr>
</tbody>
</table>
Amend Claims – Claims Process

- `<# Amendment(s)>` shows a screen to create an Amendment or view amendments that have been submitted
- Available once Eligibility or Compensation is being processed by the VCF or has been determined
- Link shows how many amendments have been Submitted for both Eligibility and Compensation
Amend Claims – Amendments List

- Empty list displays until an Amendment has been Submitted
- Separate options to amend Eligibility (add Condition) or Compensation
Amend Claims – Add Condition (Eligibility)

- Conditions that can be selected are the same on the Eligibility form
- <Submit Change> to confirm the addition to the Eligibility claim
Once the Amendment is submitted, it will display in the Amendments list for the claim.

Type of Amendment will indicate Conditions.

Selecting the Amendment # will show a read-only version of the screen.
Amend Claims – Read Only Add Condition

- Read only version of the screen separates the claimed conditions from the added conditions. If an “Other” injury is added, the description for it will also be provided.
Amend Claims – Add Conditions “Review”
Amend Claims – Change Compensation

- Simplified form allows selection of all changes to be considered with a single explanation of the change
- Checkboxes will accurately reflect the form for a Deceased or Personal Injury claim
Amend Claims – Read Only Compensation Change

- Read only version of the compensation change shows selections and comments
- Also changes based on whether a Deceased or Personal Injury claim
Amend Claims – Compensation Change “Review”
Drop-Point – Overview

- Select law firm users will be able to retrieve files the VCF provides from a function accessible via “Law Firm Files”

- VCF will upload files that are not claim-specific, such as Private Provider packages or status spreadsheets
  - VCF will use this mechanism in lieu of sending via email

- Maximum 2 users per law firm will be granted access to this function
  - Will be collecting names at this session to enable access
Drop-point – File Retrieval

- Files are sorted by “Uploaded Date”
- By selecting “View File”, the file is downloaded and can be viewed
Drop-point – “Review”
Other Updates – Overview

- Search has been updated to fix a misleading display where the default claim in the list is shown below the table/list.

- Registration has been locked down so key information is not altered after VCF processing has begun:
  - Added Guardian / Authorized Representative date of birth on Personal Injury claims.

- VCF has ability to change who has online “ownership” of a claim — what does this mean for law firms?
Search Update

- When “Enter” is clicked, “Search” results will be updated.
- To view claim details information, select the “View Details” icon in the table.
Registration Lock-Down

- Once Registration is submitted, the following information cannot be changed online:
  - Victim’s status (i.e., Deceased)

- After either Eligibility or Compensation review is begun, the following information cannot be changed online:
  - Claimant/Decedent’s name, date of birth, SSN, country of citizenship
  - Authorized Representative’s name, date of birth, SSN, country of citizenship, relationship

- “Lock-down” occurs through the Registration screens and through Claimant Details (which is accessed by clicking on VCF # in Claimants Process or View Details in Search)
**Change Claim Ownership**

- A claim “owner” is the online user account to which a claim is associated
  - An online user can “own” multiple claims but a claim can only have one “owner”
  - Only the “owner” can delegate access to a claim; delegates will have all other capabilities with regards to the claim

- VCF can now change the owner of a claim
  - This allows an owner to be assigned to a claim that started as a digital copy of a hardcopy claim
  - Provides the ability to transition a claim initiated by one user to another to manage online (i.e., Claimant submitted claim, now hires law firm and wants firm to manage the claim)
  - Changing ownership will be used sparingly --- if being used within the same firm, recommend delegation rather than ownership change
Other Updates – QUESTIONS
Brief Recap

- **Amend Claims**
  - Simple forms for adding conditions or change compensation claim
  - Available once the initial claim is under review
  - Accessible via Claims Process

- **Drop-Point**
  - Function to retrieve files uploaded by VCF that provide non claim specific information (or which has information on multiple claims)
  - Limiting function to maximum of 2 users per law firm
  - Law firm only function

- **Other**
  - Search update – no default display
  - Registration Lock-down – Claimant/Decedent and Authorized Representative information no longer able to be modified once a claim is under review
  - Change Claim Ownership – Ability to assign a new owner to a claim