



This document lists the various claim statuses that display in the online claims system. The list is meant to provide you with an understanding of the possible statuses that apply to claims. Please be aware that your claim may not go through every status as some statuses only apply to certain types of claims. You may find it helpful when reviewing this document to also review the [“VCF Claim Review Process”](#) overview, which can be found under “Forms and Resources” on the VCF website.

Note: When your claim is in a review status, you might see a change in either the “Eligibility Status Date” or the “Compensation Status Date” without seeing a corresponding change in the claim status. This change in date without a corresponding change in the claim status simply reflects that the VCF has taken some action on your claim, but the action has not changed the overall claim status. This occurs on a regular basis as your claim moves through the various steps in the review process. In addition, your claim may appear to move “back” a status based on the circumstances of the claim over time. For example, a claim that shows as “Under Review” may move back to “Preliminary Review” once eligibility is approved and the claim is ready for compensation review.

Status	What it Means
Pre-Registration	The VCF has created an account for you in the online system because we received hard copy documents from you prior to receiving your complete claim form. This status means we are waiting for you to submit your completed hard copy claim form or complete and submit your claim online.
Start	This status means you have completed your Registration but have not yet started the Eligibility and/or Compensation portions of your claim. Click on the "Start" link to begin completing the form.
Blank	This status shows when you have not yet completed your Registration and applies to both the Eligibility and Compensation portion of your claim.
Incomplete or Incomplete (Continue)	<p>This status may apply to Registration, Eligibility and/or Compensation and indicates you started the specific section of your claim form and entered some information, but did not complete and submit the form.</p> <ul style="list-style-type: none"> • <u>Registration</u>: You have entered information into this section but need to complete all required questions and click "Submit." You must submit your Registration before you can start the Eligibility portion of the claim form. • <u>Eligibility</u>: You have entered information into this section but need to complete all required questions. Note: This section will show as “Incomplete (Continue)” even if all questions are answered until you submit the Compensation portion of your claim. • <u>Compensation</u>: You have entered information into this section but need to complete all required questions and click "Submit." The VCF cannot review your claim until you submit the form. <p>You will need to complete any section of the form that displays as “Incomplete.” Both the Eligibility and Compensation sections of your claim must be in “Submitted” status before we can begin review of your claim.</p>



Status	What it Means
Submitted	<ul style="list-style-type: none"> • <u>Registration</u>: Your registration information has been received by the VCF. You may now begin the Eligibility and Compensation sections of your claim. • <u>Eligibility</u>: The Eligibility portion of your claim has been submitted. We will begin our review of your claim once you submit the Compensation portion. • <u>Compensation</u>: The Compensation portion of your claim has been submitted. <p>Note: Both the Eligibility and Compensation sections of your claim must be in “Submitted” status before we can begin review of your claim.</p> <p>We will begin our review once we receive the documents that are required for processing. Please refer to the Document Checklist (Personal Injury or Deceased Claim) to review the documents you need to submit in order for the VCF to begin our review.</p>
New! Submitted: Pending Preliminary Review	<p>This status applies to both Eligibility and Compensation and lets you know that your claim is <i>ready to be assigned</i> to a reviewer for preliminary review. The VCF assigns claims for review based on the date the compensation claim was submitted, working from oldest to newest. This means your claim may remain in this status for an extended period of time as older claims are given priority for assignment.</p>
New! Preliminary Review	<p>This status applies to both Eligibility and Compensation and lets you know that we are reviewing your claim to confirm that you have submitted the “minimally required” documents necessary to process your claim. In addition to a complete claim form, the VCF requires certain other documents before your claim can move forward for substantive review. These documents are listed in Section 1.8 of the VCF “Policies and Procedures” document, along with additional details about the Preliminary Review process. We will contact you if any of the documents necessary to process your claim are missing.</p>
Ready for Reviewer: Pending Review	<p>This status applies to both Eligibility and Compensation and lets you know that the “minimally required” documents necessary to process your claim have been received, Preliminary Review is complete, and your claim is <i>ready to be assigned</i> to a claim reviewer to begin substantive review of your claim. The VCF assigns claims for review based on the date the compensation claim was submitted, working from oldest to newest. This means your claim may remain in this status for an extended period of time as older claims are given priority for assignment. The FAQs on the VCF website include more information about the expected timing for reviewing your claim.</p>
Under Review	<p>This status applies to both Eligibility and Compensation and lets you know that we are reviewing your claim form and all of the supporting documents you uploaded or submitted. We will contact you if any additional information is needed in order to render a decision on your claim.</p> <p>Your claim will also briefly return to this status once it moves to “Special Master Review” and a determination has been rendered. This occurs while we are entering the Special Master’s determination into the system. When your claim returns to “Under Review” after being in the “Special Master Review” status, the VCF expects the decision to be entered within one week. In general, claims that move back to “Under Review” for more than one week require additional information and the VCF will contact you to explain what is needed.</p>



Status	What it Means
Special Master Review	<p>This status applies to both Eligibility and Compensation and lets you know that your claim is currently with the Special Master for determination. It is important to note that all claims in this status will briefly move back to “Under Review” while the Special Master’s determination is entered into the system.</p> <p>Please note that for some claims, such as those claiming Non-Economic Loss only, this status does not apply and your claim could move from “Under Review” to a final determination status without ever displaying this status.</p>
Approved	<p>This status applies only to the Eligibility portion of your claim and means the Special Master has determined that you are eligible to receive compensation from the VCF and we have mailed you a letter with more details about the decision.</p>
Denied	<p>This status means the Special Master has determined that you are not eligible to receive compensation from the VCF and we have mailed you a letter with more details about the decision.</p>
Determination Made: Processing	<p>This status applies only to the Compensation portion of your claim and means the award determination on your claim has been entered into the system and we are doing a final quality check before sending your award letter. Please note the quality check process may take several weeks, and claims are prioritized for quality checks based on the date the compensation claim or amendment was submitted, working from oldest to newest, regardless of the order in which the claims moved to “Determination Made: Processing” status.</p> <p>This status also includes claims where we have notified you of the amount of your award but are waiting for you to submit requested documentation that is required in order to process the payment on your claim.</p> <p>Any new documents you submit in support of your claim after your claim moves to this status will not be reviewed as that would delay the issuance of your award determination. If you have documents to submit at this stage in the review process, you should wait to receive your award letter and then file an amendment and submit the new documents as part of the amendment. The VCF will review the amendment and documents based on the date the amendment is submitted.</p>
Compensation Determination Sent	<p>We have completed our review of your claim, calculated the amount of your loss, and mailed you a letter with the details of your award.</p>
New! Amend/Appeal: Pending Preliminary Review	<p>This status can apply to both Eligibility and Compensation and means your claim is <i>pending assignment</i> for preliminary re-review of your claim and any new documents you submitted. This status shows if you amended your claim to add a new condition, to provide new information related to your eligibility information, and/or to provide new compensation information.</p> <p><u>Note:</u> This status can also apply to claims for which an amendment was not submitted, but new documents were submitted and the VCF is conducting a preliminary review of the new documents to determine the appropriate next steps.</p>
New! Amend/Appeal: Preliminary Review	<p>This status can apply to both Eligibility and Compensation and means we are doing a preliminary review of the new information you provided with your amendment to confirm we have the required supporting documents and/or information that is needed for substantive review. We will contact you if we need additional information in order to process your amendment.</p>



Status	What it Means
Amend/Appeal: Pending Review	<p>This status can apply to both Eligibility and Compensation and means that we have received all of the documents necessary to process your amendment and your claim is <i>ready to be assigned</i> to a claim reviewer for substantive re-review. The VCF assigns claims for re-review due to an amendment based on the date the amendment was submitted, working from oldest to newest.</p> <p><u>Note:</u> This status can also apply to claims for which an amendment was not submitted, but new documents were submitted and the VCF is reviewing the new documents and re-evaluating your claim.</p>
Amend/Appeal: Under Review	<p>This status can apply to both Eligibility and Compensation and means we are re-reviewing your claim and any new documents you submitted:</p> <ul style="list-style-type: none"> • <u>Amendment:</u> We are conducting substantive review of the new information you provided with your amendment and will contact you if we need additional information. • <u>Appeal:</u> Your claim will remain in this status while the VCF reviews your appeal to confirm it is valid, schedules your hearing, conducts your hearing, and completes post-hearing activities such as reviewing your testimony and any additional documents received in support of your appeal. Because this status covers all steps in the appeals process, including all activities prior to and after your hearing, your claim will remain in this status for an extended period of time.
Amend/Appeal: Special Master Review	<p>This status can apply to both Eligibility and Compensation and means the Special Master is reviewing your amendment or appeal for determination.</p>
Assessing Documents	<p>This status shows when a decision has been rendered on your claim and you submit or upload a new document without filing an amendment. We are reviewing the document and will contact you if we need additional information.</p>
Inactive	<p>The VCF has stopped processing your claim and has notified you that your claim has been placed in “Inactive” status. This may happen for several reasons: (1) there is a discrepancy in key data needed to process the claim, such as a discrepancy in the Social Security Number or date of birth, and the VCF is awaiting clarification from you; (2) the claim appears to be a duplicate claim for the same victim and the VCF is awaiting confirmation from you as to which claim to move forward for review; or (3) the claim does not include the minimum documents required for the VCF to begin substantive review and we are waiting for you to submit the requested information.</p> <p>When you are ready to submit the requested information or documents, you can amend your claim or upload the information through the online system in order to reactivate the claim for review.</p>



Status	What it Means
On Hold – Claimant Passed Away	<p>The VCF has been notified that the victim for this claim has passed away since the Personal Injury claim was initiated or submitted. The VCF will stop processing the original claim while waiting for the Personal Representative to take one of the following actions:</p> <ul style="list-style-type: none"> • File an amendment to add the Personal Representative to the Personal Injury claim if the victim is believed to have died of causes <u>unrelated</u> to his or her 9/11-related physical injury. • File a new Deceased claim and complete the form as the Personal Representative if the victim is believed to have died as a result of his or her 9/11-related physical injury. <p>The VCF website provides more detailed information on the steps to take if a Personal Injury victim passes away after filing a claim.</p>
Superseded	<p>This status shows if a new Deceased claim is filed for a victim who had a prior Personal Injury claim. The original claim will be placed in a status of “Superseded” along with the last Eligibility or Compensation status associated with the claim. The superseded status will display once the VCF has verified the Personal Representative on the Deceased claim. Once in this status, the original claim can be viewed through the online portal but cannot be modified.</p>
Withdrawn	<p>The VCF received your request to withdraw this claim and it will not be processed. We have mailed you a letter confirming that your claim has been withdrawn.</p>
Cancelled	<p>This status means that a duplicate registration or claim form has been filed for the same individual. The VCF has confirmed which claim is the correct one to process and has cancelled this claim. No further action will be taken on this claim and you cannot modify it through the online system.</p>

The claim statuses below are only applicable to claims where the claimant is not the victim. This includes claims filed by a Personal Representative (“PR”) of a deceased victim, as well as claims filed by a parent or guardian of a minor victim, or a guardian of a non-minor. These claims require the VCF to validate the individual as the person authorized to represent the victim for the VCF claim before any further review of the claim can occur. The statuses below are specific to the validation process.

Submitted - PR	<p>This status applies to Registration and lets you know that your claim is ready to be assigned to a reviewer for preliminary review of the Personal Representative, parent, or guardian to confirm the individual is authorized to represent the victim for the VCF claim.</p>
Preliminary PR Review	<p>This status applies to Registration and lets you know that we are reviewing your claim to confirm that you have submitted the required documents to establish your authority as the valid Personal Representative, parent, or guardian of the victim. We will contact you if any of the documents required to validate your authority are missing. The list of documents required to process your claim when the claimant is not the victim can be found under “Forms and Resources” on the VCF website.</p>
Awaiting Substantive PR Review	<p>This status applies to Registration and lets you know that the required documents have been received and your claim is ready for assignment to a reviewer for substantive review to validate your authority as the Personal Representative, parent, or guardian.</p>
Under PR Review	<p>This status applies to Registration and lets you know that your claim has been assigned to a reviewer for purposes of validating your authority as the Personal Representative, parent, or guardian. We will contact you if we need any additional information in order to validate your authority to act on the victim’s behalf.</p>



Status	What it Means
Pending PR Validation	This status applies to Registration and lets you know that your claim is currently with the Special Master specifically for purposes of validating the authority of the Personal Representative, parent, or guardian.
PR Validated	This status applies to Registration and lets you know that the Special Master has determined that you are authorized as the valid Personal Representative, parent, or guardian of the victim and your claim can move forward for review. You will receive a letter with details about the decision. If your claim included a Personal Representative, parent, or guardian when it was first submitted, then Eligibility and Compensation will now move to "Ready for Reviewer: Pending Review." If you amended your claim to add a Personal Representative through a PR amendment, then the VCF will now resume review of your claim from the last active status prior to the filing of the PR amendment.
PR Denied	This status applies to Registration and lets you know that the Special Master has determined that you are not authorized as the valid Personal Representative, parent, or guardian of the victim for purposes of the VCF claim. You will receive a letter with details about the decision.