



## The VCF is once again accepting claims!

We have streamlined and simplified the claim form and other documents required for processing.

- The Eligibility, Compensation, Personal Injury and Deceased claim forms have been combined into one new, simplified form.
- The Private Physician packet is now part of the claim form to make it easier to submit with the claim.
- We have reduced the number of documents required for processing a claim. The new, one page "Claim Form Signature page" replaces the former Attestations and Certifications A – I and Part X.
- The new Document Checklist is an easy-to-follow guide that identifies the specific supporting documents needed to process the claim based on the claim form responses.

There are two important things to know about the new claim form and the submission process:

- You will see the terms "Victim" and "Claimant" used throughout the form.
  - The term "Victim" refers to the individual who has been diagnosed with a September 11th-related physical injury or condition.
  - The term "Claimant" refers to the individual who is filing the claim to seek compensation for the victim.
  - Individuals who are filing an injury claim on their own behalf are both the claimant and the victim.
- You must now submit **both** the Eligibility and Compensation portions of the claim before we can begin our review and process the claim.

## You can use the online system to:

- Create an account and register a claimant with the VCF to preserve the individual's right to file a claim in the future.
- Complete and submit the claim form.
- File an amendment to a previously submitted claim.
- Upload supporting documents to a claim.
- View correspondence sent by the VCF for a claim.
- Update the contact information for the victim, claimant, attorney, or authorized representative.
- View the information that was entered when completing the claim form, including any information that may have been entered on a claim form that was started but has not yet been submitted.
- View the status of a claim.

## If you started a claim but were not able to submit both Eligibility and Compensation before the system was locked, then the claim is in a "Transition Scenario."

Some Transition Scenarios include:

- Registration = Submitted; Eligibility = No Milestone; Compensation = No Milestone
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If a portion of the claim is "Incomplete," the "START" button on the summary table will tell you where to begin.

- If you began a portion of Eligibility or Compensation but did not submit, you can view the previously entered data in a PDF file called "Claim Form as of July 2016." The file can be found by clicking on the VCF claim number and looking under "View Documents."
  - You will need to start over for the portion of the claim that was incomplete (Eligibility or Compensation).
- If a Registration was started in the old system but never submitted, you will need to create a new registration for that individual with a new VCF number. The VCF will cancel the original registration and VCF number once the new claim form is submitted.