## VCF Online Claims System December 2018 Enhancements

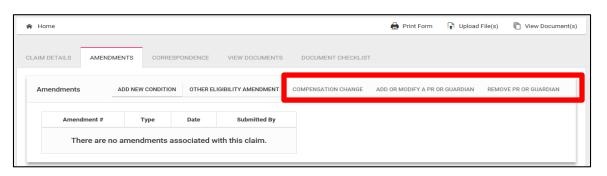
The enhancements and updates listed below will be available in the online claims system beginning on Monday, December 3rd.

1. Show Eligibility "Approved" Status for Claims made Inactive for Compensation – Claims that are approved for Eligibility and are then deactivated at Compensation review will only display an "Inactive" status in the "Compensation Status" column. The "Eligibility Status" column will display "Approved" (with a new "Elig Status Date") and the "Registration Status" will show the same status that was in place before Compensation was made inactive.

## Before Being Made Inactive: SHOW/HIDE ADVANCED SEARCH **Existing Registrations** \* Rows with GREEN BACKGROUND have been created in new portal. **EXCEL** COLUMN VISIBILITY Elig Comp Most Eligibility Registration Compensation Status Status Print Status Status Status Correspondence Date Date Submitted 10/23/2018 Under Review 11/26/2018 6/1/2018 After Being Made Inactive:

**Existing Registrations** SHOW/HIDE ADVANCED SEARCH \* Rows with GREEN BACKGROUND have been created in new portal. ☑ EXCEL COLUMN VISIBILITY Elia Most Comp Registration Eligibility Compensation Status Status Recent Print Status Status Status Correspondence Date Date Submitted 11/26/2018 Inactive 11/26/2018 6/1/2018 Approved

2. Preventing Compensation and Personal Representative (PR) Amendments on Denied Claims – If a claim is in a "Denied" status, you will not be able to select the options for Compensation or PR amendments until an Eligibility amendment ("Add New Condition" or "Other Eligibility Amendment") is submitted. Please see the <a href="How to file an Amendment">How to file an Amendment</a> document available on <a href="hww.vcf.gov">www.vcf.gov</a> for further instructions on when amendments are appropriate and how to submit them online.



3. Warning Message if an Amendment Cannot be Submitted – If an amendment cannot be submitted on a claim because its current status does not allow the submission of that type of amendment, the following warning will be displayed: "This type of amendment cannot be created at this time based on the current status of your claim. Please click the button below to show what amendments are currently available to be submitted. If you feel that you received this message in error, please contact the VCF Helpline (1-855-885-1555)."

Click the green button below the message to see the types of amendments you are able to submit at this time, or click the red "x" to close the message.

