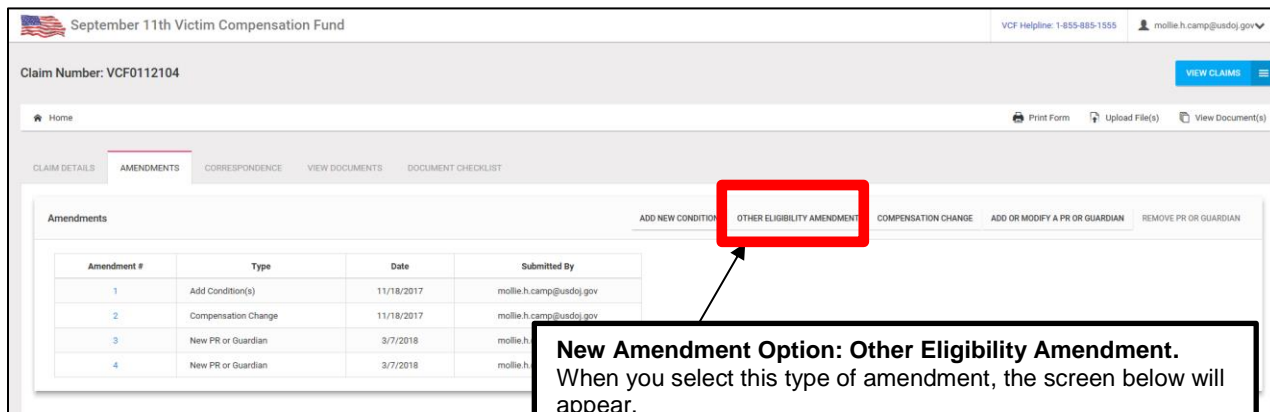


VCF Online Claims System March 2018 Enhancements

The enhancements and updates listed below will be available in the online claims system beginning on Monday, March 19th.

General Updates to Amendments – The fix is now in place to prevent multiple amendments from being created if the ‘Submit’ button is clicked multiple times in succession. Additionally, the issue that caused data from prior amendments to display when a new amendment is initiated has been fixed, and new amendments should now open with a blank form.

New “Other Eligibility” Amendment – A new Eligibility amendment option has been added for use when claimants are amending their eligibility claim for any reason other than to add new conditions. This option should be used to submit new information on presence, lawsuits, or additional information for previously denied claims. Claimants should still submit a Conditions amendment if their claim was previously denied or deactivated for lack of an eligible injury.



September 11th Victim Compensation Fund

Claim Number: VCF0112104

AMENDMENTS

Amendment #	Type	Date	Submitted By
1	Add Condition(s)	11/18/2017	mollie.h.camp@usdoj.gov
2	Compensation Change	11/18/2017	mollie.h.camp@usdoj.gov
3	New PR or Guardian	3/7/2018	mollie.h.camp@usdoj.gov
4	New PR or Guardian	3/7/2018	mollie.h.camp@usdoj.gov

New Amendment Option: Other Eligibility Amendment.
When you select this type of amendment, the screen below will appear.

Other Eligibility Amendment

If you are amending your Eligibility claim for any reason other than to add a new condition, explain your amendment in the text box below and upload any supporting documents to your claim. You should use this option if you are submitting new information related to your presence at the site, your participation in a 9/11-related lawsuit, or if your claim was previously denied and you are submitting new information for the VCF to review. If your claim was previously denied because you did not have an eligible condition, and you are now certified for treatment by the WTC Health Program for one or more physical conditions, you should amend your claim using the "Add New Condition" amendment option.

Please refer to the [Document Checklist](#) for the types of documents the VCF needs in order to determine your eligibility for compensation. Detailed information about eligibility requirements can also be found in Section 1.1 of the [VCF Policies and Procedures](#) document.

In the text box below, enter details about your amendment. It is helpful if you also list the filenames of any documents you are uploading in support of your amendment. *

[RETURN TO AMENDMENTS](#) [SUBMIT AMENDMENT](#)

VCF Online Claims System March 2018 Enhancements

Updates to “Add Conditions” Amendment – With the addition of the new “Other Eligibility” amendment option, the “Add Conditions” amendment should now only be used when amending the claim to add a new condition. The opening text has been updated to provide additional guidance to claimants. Several other text changes have been made throughout the page as shown by the arrows below.

Add New Condition(s)

Before amending your claim to add a new condition(s), please review this important information:

- If you are not being treated by the WTC Health Program for your new condition(s), you must seek certification for your condition(s) through the WTC Health Program in order for the VCF to evaluate the condition(s) as eligible for compensation. Please do not amend your claim until the new condition has been certified for treatment by the WTC Health Program. The VCF cannot review your newly claimed condition until you submit your WTC Health Program certification letter showing the condition has been certified for treatment.

In certain very limited circumstances, you may be able to seek verification of the condition through the VCF Private Physician process. Information about the criteria to be a candidate for the Private Physician process can be found under “Forms and Resources” on the VCF website. Individuals who meet the criteria for the Private Physician process can find detailed instructions and the appropriate forms on the VCF website.

- If you have already received your award from the VCF and you are adding a new condition in order to seek additional non-economic loss, please note that if you already received a non-economic loss award at the statutory cap (\$90,000 for non-cancer conditions and \$250,000 for cancer), claiming a new condition will not change your non-economic loss award, unless you are claiming a cancer where one was not previously considered in the award. You may still claim the new condition and the VCF will determine if it is considered eligible, but you should not file a compensation amendment to seek additional non-economic loss.

Claimant Claimed Conditions

Listed below are the conditions you have already claimed, either as part of your initial claim form submission or through an amendment. All claimed conditions are listed even if the VCF has not yet determined if they are eligible for compensation. If a condition is listed here, you should not amend your claim to add that condition again.

New Conditions

Select the new condition from the list. If you select “Other (including traumatic injuries),” you will be prompted to enter the name of the condition. Once you have selected the condition, click “Add Condition.” You may add more than one condition in a single amendment.

Select one or more condition(s): *

In the text box below, enter additional details or information about your amendment. It is helpful if you also list the filenames of any documents you are uploading in support of your amendment. *

VCF Online Claims System March 2018 Enhancements

Updates to Compensation Amendments – Three new options have been added to the “Compensation Change” amendment: (1) withdraw lost earnings; (2) request consideration for the WTC Health Program Disability Evaluation Process; and (3) submit a completed WTC Health Program Disability Evaluation report. In addition, the label for the checkbox for “Medical Expenses” has been changed to “Reimbursement for Out of Pocket Medical Expenses.”

The text throughout the page has been updated with more detailed information, including what is required with the submission of each type of claimed loss. These changes result in a longer page and you will need to scroll down to see all of the options. The images below and on the next page show the expanded text and the red boxes highlight the new amendment options.

Compensation Change

Check the appropriate boxes to indicate the changes you would like considered. You must also provide additional details or information about your amendment in the text box at the bottom of the page.

For each change, review the list of required supporting documents and upload them with your amendment. **Please only amend the claim when you have the information in hand to support the amendment. The required supporting documents must be submitted or the VCF will not evaluate your request for additional losses.**

Reimbursement for Out-of-Pocket Medical Expenses: The VCF will only accept medical expense claims after your initial award has been issued, and only if the total amount of claimed medical expenses incurred due to your eligible condition(s) exceeds \$2,000. **If you have not yet received your initial award determination, you should not file a Medical Expenses amendment at this time.** Please review these [instructions](#) before submitting your amendment. You must submit the following items with your amendment:

- (1) Submit the [Medical Expense Worksheet](#).
- (2) Submit the Medical Expense [Supporting Documentation Packet](#).

Withdraw prior claim for Lost Earnings: If you filed a claim for lost earnings and have since decided that you do not want the VCF to review that portion of your claim, you may withdraw your lost earnings claim by selecting this box. **In the text box at the bottom of the page, please specify whether you are withdrawing your claim for past/temporary lost earnings and/or future/ongoing lost earnings.**

Loss of Earnings: You must submit certain information to support your claim for lost earnings. Please carefully review **section 2.2** of the VCF [Policies and Procedures](#) document and the information below and submit the required documentation with your amendment.

▶ **To claim loss of past earnings for a temporary period:** In the box at the bottom of the page, enter a detailed description of the loss, including information such as the timeframe of lost earnings, the amount of lost earnings, and the employer at the time of loss. You must submit the following documents to support your amendment:

- (1) [Exhibit 1](#) - "Social Security Administration Consent Form" if not previously submitted
- (2) Documents showing the victim did not work and was not paid for the time not worked. Examples include: a letter from the victim's employer, copies of pay statements that show a reduction in work, or a year-end pay summary.
- (3) Documents showing that the victim's inability to work was due to an eligible condition. Examples include: medical records that reflect lengthy hospitalization, surgery, or chemotherapy; a letter from the victim's doctor; a determination by a disability insurance carrier; or Workers' Compensation records.
- (4) If you are represented by an attorney, you must submit a completed [Temporary Past Lost Earnings Worksheet](#).

▶ **To claim ongoing loss of earnings into the future:** In the text box at the bottom of the page, enter a detailed description of the loss, including:

- ▶ Information about disability findings for the victim's physical injury;
- ▶ Compensation and employment history including any pension, health insurance, or other benefits provided by the victim's employer at the time of loss; and
- ▶ Any other information about earnings or other compensation loss.

VCF Online Claims System March 2018 Enhancements

Unless you have filed a Deceased claim for lost earnings due to death from an eligible condition, you must also show that another entity - such as the Social Security Administration, Workers Compensation, or other government agencies - found that the victim's ability to work has been reduced because of an eligible condition. In rare cases, the VCF may accept a well-supported disability opinion from a qualified doctor who evaluated the victim and determined that the victim's ability to work has been reduced because of an eligible condition. You must submit the following documents to support your amendment:

- (1) [Exhibit 1](#) - "Social Security Administration Consent Form" if not previously submitted.
- (2) Documents applicable to your claim as listed on [page 3](#) of the [Document Checklist](#).

If you are represented by an attorney, and the victim had a **defined benefit pension**, you should also review [section 2.2.d](#) of the [Policies and Procedures](#) document for additional information and instructions.

Request consideration for the WTC Health Program Disability Evaluation Process: Check this box if you meet the [requirements](#) for the WTC Health Program Disability Evaluation Process and are requesting to be considered as a candidate for the process. **You must follow the specific steps for submitting the request and submit the required documents** or your request will be denied. The VCF will review your request and make a determination as to whether you are an appropriate candidate for the disability evaluation process. You will receive a letter explaining the outcome of our review.

Submit WTC Health Program Disability Evaluation Report: Check this box if your WTC Health Program disability evaluation is complete. Be sure to upload the completed report with your amendment and select the document type "WTCHP Disability Evaluation."

Replacement Services: If you regularly performed general household-related tasks and you can no longer perform those tasks as a result of an eligible condition, then the VCF may provide compensation for the value of those "services." This component of economic loss is typically considered to be a component of loss in wrongful death claims, or in claims where the claimant did not have prior earned income or worked only part-time outside the home. Please review [section 2.4.b](#) of the [Policies and Procedures](#) document for more information about claiming replacement services.

► To claim **replacement services**: In the text box at the bottom of the page, enter a detailed description that includes the type of service, the frequency of service, the timeframe in which the victim stopped performing the service, and (unless you are claiming replacement services after the victim's death from an eligible condition) the eligible condition that prevents the victim from performing the service. You **must** submit the following to support your claim for replacement services:

- (1) [Exhibit 1](#) - "Social Security Administration Consent Form" if not previously submitted.
- (2) A statement listing the types of services the victim provided before death or disability from an eligible condition, and the amount of time spent on those services (per week or month).
- (3) If you are claiming replacement services due to disability, you should also explain how the victim's eligible condition prevents or reduces the victim's ability to perform services, and submit medical records that show that the reason the victim cannot perform the services is because of an eligible condition.

Non-Reimbursed Burial and Memorial Service Costs: In the text box below, enter a detailed description of the type and cost of any services. You will also need to submit invoices, receipts, or other documentation to support the claimed expenses.

Collateral Offsets: Check this box if you have already received your initial award determination and now want the VCF to review your prior award based on a change to a collateral source payment. For example, if the VCF previously offset a recurring benefit that you receive, and your benefit amount has decreased, you may ask the VCF to re-review your claim taking into account the reduced benefit amount. You must submit the [Collateral Offset Update Form](#) with your amendment. If you received your initial award determination and are notifying the VCF of a change in your collateral offsets, but are not requesting a re-review of your claim, you should still complete and upload the [Collateral Offset Update Form](#), but should not submit an amendment for that purpose.

If a collateral source payment has changed since you filed your compensation claim, but you have not yet received your initial award determination, **do not check this box**. You should still complete and upload the [Collateral Offset Update Form](#) along with any other information about your collateral offset, but should not submit an amendment for that purpose.

VCF Online Claims System March 2018 Enhancements

Non-Economic Loss: Check this box if you have already received your initial award and are seeking additional non-economic loss based on a newly certified condition or increased severity of a previously compensated condition. If you are amending your claim in order to seek additional non-economic loss, please note that if you already received a non-economic loss award at the statutory cap (\$90,000 for non-cancer conditions and \$250,000 for cancer), claiming a new condition will not change your non-economic loss award, unless you are claiming a cancer where one was not previously considered in the award. You may amend your claim to add the new condition and the VCF will determine if it is considered eligible, but you should **not** file a compensation amendment to seek additional non-economic loss.

If you are amending your claim to seek additional non-economic loss, you should submit:

(1) Medical records, if applicable. Please remember that there are circumstances where there is no need to submit medical records in support of your claim. Please see **section 2.1** of the [Policies and Procedures](#) document for additional information about when to submit medical records in support of non-economic loss.

(2) Personal statement to demonstrate the impact of the eligible conditions on your life.

In the text box below, enter additional details or information about your amendment. It is helpful if you also list the filenames of any documents you are uploading in support of your amendment. *

[RETURN TO AMENDMENTS](#)

[SUBMIT AMENDMENT](#)

Updates to prevent PR Amendments for Wrongful Death Claims – As explained in the VCF's [guidance](#) on what to do if a victim passes away after filing a personal injury claim, the PR should *only* file a PR amendment to the personal injury claim if the victim did not pass away from a 9/11-related physical injury. To ensure the proper handling of the claim, the “Add or Modify PR or Guardian” amendment has been changed as shown on the following page to prevent the PR from filing a PR amendment if the victim passed away from a 9/11-related injury. Instructions have also been added explaining that a new wrongful death claim should be submitted. The text box at the bottom of the page has also been changed so it is now a required field.

VCF Online Claims System March 2018 Enhancements

Modify PR or Guardian

Complete the information below for the Personal Representative SUBMIT AMENDMENT

Complete the information below if the Claimant's circumstances have changed since filing the claim and there is now a need for a Personal Representative or guardian to serve as the representative for the claim. Please note that in addition to completing the information below, you must also submit the required documents that are needed in order for the VCF to validate the representative. You should file the documents with the amendment or as soon thereafter as possible. **If the supporting documents are not submitted, the claim will be deactivated and will not be reviewed until the necessary documents are submitted and determined to be sufficient.**

Has the Claimant died since the claim was submitted? *

Yes
 No

Did the Claimant die of causes related to the terrorist-related air crashes of September 11, 2001 or the debris removal efforts? *

Yes
 No

You must submit the proper documentation to establish your authority as the Personal Representative. Carefully review the Documents Required for Validation of Personal Representatives on the VCF website and Section 6.4 of the VCF [Policies and Procedures](#) to confirm the documents that must be submitted with your amendment.

CONTACT INFORMATION ADDRESS

First Name *

New functionality when the user selects "Yes" to this question: a pop-up box will appear with the message shown below. The user must click "Close Amendment" to close the box and will be returned to the main Amendments screen.

Modify PR or Guardian

STOP!

If the victim died of a 9/11-related eligible condition, you should **not** submit an amendment to the Personal Injury claim, but should instead register a new Wrongful Death claim. This is critical to ensure proper handling of the claim. Please review this [document](#) for the detailed list of the steps to take when a personal injury claimant dies.

CLOSE AMENDMENT