

VCF Online Claims System May 2017 Enhancements

The enhancements and updates listed below will be available in the online claims system beginning on Monday, May 8.

New information on claim status:

When logging into the claims system and viewing your existing registrations and claims, you will now see 3 new columns of information that provide additional details about the status of each claim. The new columns include:

- **“Elig Status Date”** – This field shows the date the latest action was taken by the VCF specific to the Eligibility status of the claim or the date the status last changed. This date is tied directly to the “Eligibility Status” column, although a change in the date does not necessarily mean the overall status of the claim has changed. The change in date does mean the VCF has taken an action on the claim. For example, if the “Eligibility Status” is “Under Review” with an “Elig Status Date” of 04/04/2017, and the status stays as “Under Review” but the status date changes to 4/26/2017, it means the VCF has taken an action on the claim as part of the review process.
- **“Comp Status Date”** – This field shows the date the latest action was taken by the VCF specific to the Compensation status of the claim or the date the status last changed. This date is tied to the “Compensation Status” column and functions similarly to the “Elig Status Date” as described above.
- **“Most Recent Correspondence”** – This field shows the date the most recent correspondence was uploaded by the VCF to the claim. This date will change each time a new letter is uploaded to the claim.

The dates in all 3 columns can be sorted by clicking on the small arrow icons.*

Existing Registrations

SEARCH SHOW/HIDE ADVANCED SEARCH

Claim Number: search for case numbers First Name: search by first name Last Name: search by last name Registration Status: Registration filter(s) Eligibility Status: Eligibility filter(s) Compensation Status: Compensation filter(s)

* Rows with GREEN BACKGROUND have been created in new portal. EXCEL COLUMN VISIBILITY

Claim Number	First Name	Last Name	Registration Status	Eligibility Status	Elig Status Date	Compensation Status	Comp Status Date	Most Recent Correspondence	Print
VCF0100680	Joe	Smith	Submitted	Submitted	5/2/2017	Submitted	5/2/2017	5/2/2017	
VCF0100679	PI	Tester	Submitted	Submitted	4/28/2017	Submitted	4/28/2017	5/1/2017	

Elig Status Date

5/2/2017

4/28/2017

Comp Status Date

5/2/2017

4/28/2017

Most Recent Correspondence

5/2/2017

5/1/2017

* The “Most Recent Correspondence” column should be sortable by date but the sort functionality is not working at this time. The VCF is working to correct this issue and will notify users once the fix is completed.

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Example of how to use the new columns to help manage your claims:

Identify all claims with recent Eligibility Approval

- 1) From the “View Claims” screen, click on “Show/Hide Advanced Search.”
- 2) In the Eligibility Status field, select “Approved.” The list of claims with Eligibility Approved will display in the table.
- 3) Sort on “Elig Status Date” to see which claims were recently approved.
- 4) Use the Excel export feature highlighted in the [March 2017 Enhancements](#) to download this list of claims. You can then use the Excel list to sort, filter, and otherwise organize the search results.

The screenshot shows the 'Existing Registrations' interface. At the top right, a search button labeled 'SHOW/HIDE ADVANCED SEARCH' is highlighted with a red box and the number 1. Below the search bar, the 'Eligibility Status' dropdown menu is set to 'Approved' and is highlighted with a red box and the number 2. In the table below, the 'Elig Status Date' column is highlighted with a red box and the number 3. At the top right of the table, an 'EXCEL' button is highlighted with a red box and the number 4. The table contains two rows of claims, both with an 'Approved' eligibility status.

Claim Number	First Name	Last Name	Registration Status	Eligibility Status	Elig Status Date	Compensation Status	Comp Status Date	Most Recent Correspondence	Print
VCF0088770	Submitted	Approved	4/14/2017	Under Review	4/14/2017	10/6/2016	
VCF0080705	Submitted	Approved	4/3/2017	Determination Made: Processing	4/3/2017	10/24/2016	

You can follow similar steps to identify all claims in a particular Compensation status. You can also use the sorting capability to easily identify all claims with a status change as of yesterday’s date. The addition of these new columns combined with the search functionality and export capability is intended to provide you with more information and a variety of ways to manage and track your claims.

Expanded set of eligibility and compensation statuses:

To help provide you with more insight into the status of each claim, several new statuses have been added to the Eligibility and Compensation status columns. These new statuses provide more discrete information about where the claim is in the review process.

The new statuses break up the review process into several statuses instead of showing your claim as only “Under Review.” When viewing claims, you will see the following additional statuses within each milestone:

Eligibility

- *Ready for Reviewer: Pending Review*
- *Special Master Review*
- *Amend/Appeal: Pending Review*
- *Amend/Appeal: Under Review*
- *Amend/Appeal: Special Master Review*

Compensation

- *Ready for Reviewer: Pending Review*
- *Special Master Review*
- *Determination Made: Processing*
- *Amend/Appeal: Pending Review*
- *Amend/Appeal: Under Review*
- *Amend/Appeal: Special Master Review*

For more details on all of the claim statuses and their definitions, please refer to the [Claim Status Definitions](#) chart posted on the VCF website.

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Corrected issue that allowed future date of birth:

When creating a new registration or amending a claim to add or modify a PR or Guardian, the "Birthdate" field now includes a validation step to ensure the date entered is not a date in the future. If a future date is entered, the system will both highlight the field in red and provide a warning message. The system will not allow you to save the record until the birthdate is updated. This field appears in Registration for the victim and claimant birthdate and in Amendments for an Authorized Representative's birthdate.

The image shows a screenshot of the VCF Online Claims System registration form. The form is titled "Complete the information below for the Personal Representative." and has a "SAVE & CONTINUE" button in the top right corner. A red box highlights a validation error message at the top of the form: "The Date of Birth field must be between 01/01/1754 and today's date." A red arrow points from this message to a larger, detailed view of the error message shown below. The detailed view shows the "Birthdate" field with the value "08/04/2989" and a red border. Below the field, the error message is repeated: "The Date of Birth field must be between 01/01/1754 and today's date." The form also includes fields for "CONTACT INFORMATION" and "ADDRESS".

Complete the information below for the Personal Representative. SAVE & CONTINUE

The Date of Birth field must be between 01/01/1754 and today's date.

CONTACT INFORMATION

First Name *
Mary

Last Name *
Smith

Middle Name
Middle name

Email Address
Email address

Best Daytime Number *
(111) 111-1111

Alternate Number
(999) 999-9999

Birthdate *
08/04/2989 X
The Date of Birth field must be between 01/01/1754 and today's date.

ADDRESS

Mailing Address *
111 Street

Mailing Address continued
Address continued...

Apartment/Suite Number
Apartment number i.e. #1234-B

City *
New York

State *
New York

Country *
United States

Zip/Postal Code *
11111

Birthdate *
04/14/2988
The Date of Birth field must be between 01/01/1754 and today's date.