





VVF Claims Process



**Days 1 - 30
Incomplete Application**


If the Virginia Victims Fund (VVF) receives an incomplete application, including an application without a signed Authorization Form, the claimant and/or the Victim Witness Advocate is notified of the missing required information and the Fund accommodates a 30 day window for provision of information before a re-submission is required.



**Days 1 - 30
Complete Application**

Once a completed claim application and authorization form are received by the Fund:


- (1) The claim is entered into the electronic claims management system and a claim number is assigned;
- (2) A letter of acknowledgement is mailed to the claimant;
- (3) A claims examiner is assigned;
- and (4) Initial documentation requests are mailed out to law enforcement and providers.



Contact Us
800-552-4007
info@virginiavictimsfund.org


You may contact the Fund anytime for an update on your claim status. You will be directed to our voice mail inquiry service if you call, or you may email us. Please provide your full name, claim number, and return phone number, along with your claim status questions. We will respond within 48 business hours.

For more information on VVF and VVF Policy, visit virginiavictimsfund.org




**Days 30 - 60
Eligibility Determination**

Once all necessary documentation is received for determining eligibility, the eligibility claims examiner will make a determination and notify the claimant by mail. The Fund cannot determine eligibility without having received official police report documentation. Depending upon VVF receiving police reports in a timely manner from law enforcement, the average eligibility determination is made within 45 to 60 days.




**Days 30 - 60
Collateral Resource Evaluation**

The Fund is available to all eligible crime victims, regardless of income, and is the payer of last resort. All collateral resources must pay first before a VVF award determination can be made. Examples of collateral resources include health insurance, hospital charity care, life insurance, employment leave balances, such as sick leave and short-term disability, home owner's/renter's insurance and the like.



**Days 30 - 60
Continued Documentation Management**

After the initial requests for supplemental documentation are sent to providers and law enforcement, the Fund will follow-up with requests at day 60 in attempt to obtain all necessary documents so that eligibility and award determinations can be made. The claimant is also notified at this time of all supplemental documentation still needed. All documentation is processed in the order in which it is received.



**Days 60 - 180
Claims Processing to Award**

Once eligibility is determined, collateral resources have been paid, requested documentation is received, and \$100 or more of out-of-pocket expenditures have accumulated, awards are made according to the Code of Virginia and VVF Policy. As of 07/01/2019, the award maximum is \$35,000. The Virginia Department of Treasury processes all awards, which can take up to 30 additional days. Funds are distributed directly to in-state providers under a Memorandum of Agreement. Eligible out-of-pocket expenses are paid to the claimant. If a claimant is deemed eligible but supplemental documentation has not been provided by day 180, a notice of eligibility is sent and award is made once documentation is received.

