

WebFile User Guide

for Victim/ Witness Advocates



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VIRGINIA VICTIMS FUND

Helping Innocent Victims of Crime

OFFICIALLY CRIMINAL INJURIES COMPENSATION FUND



Welcome

Welcome to the Virginia Workers' Compensation Commission's WebFile Portal application.

The Commission created the WebFile Portal to allow quick, easy access to obtain status of claims on file with the Virginia Victims Fund (the Fund) and allow providers to easily and securely upload needed documentation directly to the claim.

Please contact the Virginia Victims Fund at 800-552-4007 with questions or for technical support.

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About the Virginia Victims Fund

(Officially the Criminal Injuries Compensation Fund)

The mission of the Virginia Victims Fund (the Fund) is to administer the Compensating Victims of Crime Act in a compassionate, fair and efficient manner. In so doing, the Fund strives to treat every victim and survivor with dignity and respect, recognizing the tremendous impact that violent crime has upon the victim and our society.

The Virginia Compensating Victims of Crime Act was enacted to compensate victims who suffer injuries as a result of a crime. The program is administered by the Virginia Workers' Compensation Commission through the Virginia Victims Fund.

Benefits are payable for medical expenses, wage loss, moving expenses, crime scene clean-up, counseling costs and other expenses incurred by or on behalf of a victim. The Fund also administers the Sexual Assault Forensic Exam (SAFE) payment program for the Commonwealth.

The program is funded through fines levied against individuals convicted of felonies and misdemeanors in the Courts of the Commonwealth and through federal grants under the Victims of Crime Act (VOCA).

Eligibility and Compensation

Claim and Expense Eligibility and the Payment Process

When administering the Fund and making claims determinations, the policy manual, the SAFE payment policy manual, the Act, and the grant rules of the Victims' of Crime Act [Victims of Crime Act of 1984, Pub. L. No. 104-235, codified at 42 U.S.C. §§ 10601-10605, 18 U.S.C. § 3050], must all be considered.

For both Virginia Victims Fund and SAFE claims, a three-step process is utilized to determine eligibility. First, claim eligibility must be determined by comparing the facts of the case to laws and policy. Second, each expense submitted for consideration must be determined to be related to the crime and eligible under law and policy. Third, each expense submitted must be reduced by all collateral resources, and a signed Memorandum of Agreement (MOA) from the service provider must be on file. The Fund is the payer of last resort. Only when the claim and expense are both deemed eligible can payment be approved. Payment is distributed by the Virginia Department of Treasury within thirty (30) days of award. Read more [here](#).



WebFile Portal Overview

The WebFile Portal is the Virginia Victims Fund's online portal system. The WebFile Portal is intended for hospital staff, mental health providers or counselors, funeral homes, patient billing representatives and forensic nurses to submit claim information. It is also intended to allow advocates to make claim submissions on behalf of crime victims.

Benefits of the WebFile Portal:

- Submit claims quickly and securely
- Monitor the ongoing status of a submitted claim in real time
- Communicate directly with the examiner handling the claim
- Upload necessary documentation to process payments
- View any outgoing correspondence related to the claim

For victim/witness advocate access to WebFile, please contact the Virginia Victims Fund at vvfoutreach@virginiavictimsfund.org.





WebFile Security

The WebFile system uses a variety of security protocols to help ensure that case records remain confidential. Key components of this structure, which governs access rights, are usernames and passwords.





Username

All WebFile users will have individual usernames. The username cannot be changed after the registration and activation process is complete.

Password

All users are required to use a password along with their unique username. The initial password will be set up by the Virginia Victims Fund. The user will then set up a new password at the time of activation/registration.

Password Criteria

-  Must be at least eight characters in length
-  Must have at least one number
-  Must have at least one letter
-  Must contain one special character (e.g., \$#@!)

Timeout Feature

The system has been set up with a 45-minute timeout feature. If there is no activity within 45 minutes, the user will receive a message notifying them that they will need to extend the session in WebFile to continue.

IMPORTANT




Entering data is viewed by the system as being idle time--users who take longer than 45 minutes to submit data, or conduct other transactions, will be automatically logged off of the system. All information not saved will be lost.



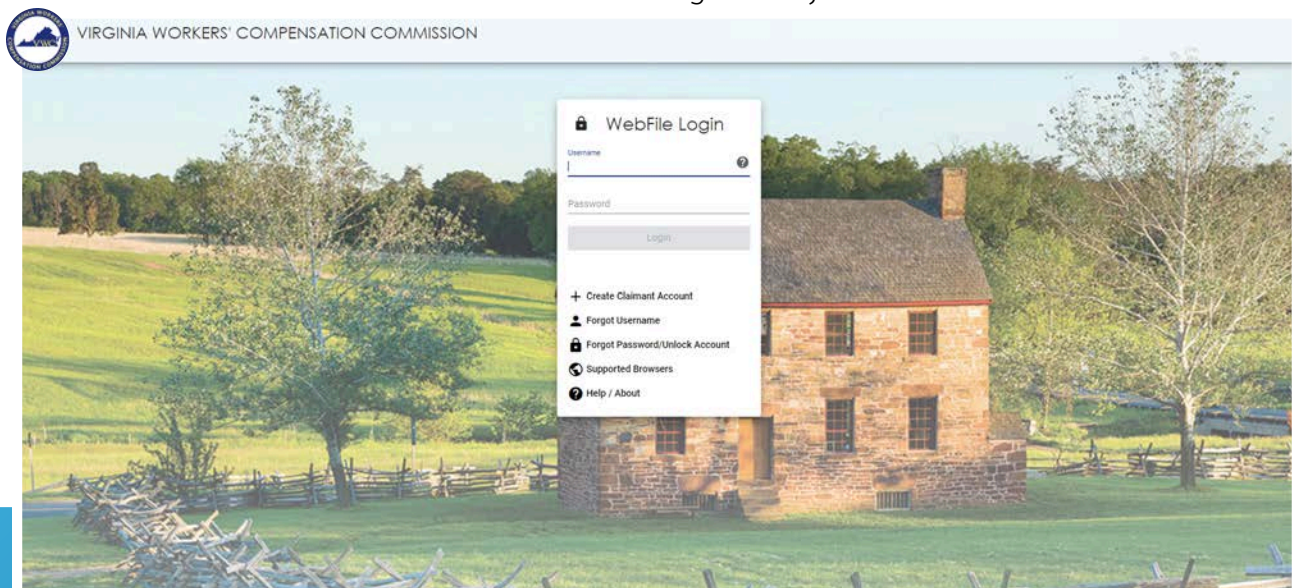
WebFile Registration

Before You Get Started

- ➔ Receive WebFile access approval from the Virginia Victims Fund:
 - WebFile access is granted to Victim/Witness Advocates who have been approved by the Virginia Victims Fund. For more information, please contact the Fund via email: vvfoutrreach@virginiavictimsfund.org.
- ➔ Create an account:
 - After approval is granted, you will receive an email with a link and password for the first time you log in. Once you have received your temporary password, go to the [WebFile Portal website](#).  **Your temporary password will expire in 5 days.** Be sure to check your spam folder if you do not see the emailed temporary password in your inbox.
 - The first time you log into the WebFile Portal:
 1. Enter the registered email address as your username and the provided temporary password.
 2. Create a new username.
 3. Create a new password using the following criteria:
 - ✓ Must be at least 8 characters
 - ✓ Must have at least one number
 - ✓ Must have at least one letter
 - ✓ Must contain one special character (i.e. @, #, \$, %)
 4. Select and answer three security questions.
 5. Review and accept the Terms and Conditions by clicking the link in the bottom left corner.
 6. Click “Save” to complete your registration.
 7. Click “OK” when you see the successful registration confirmation message.



WebFile Portal Login Interface



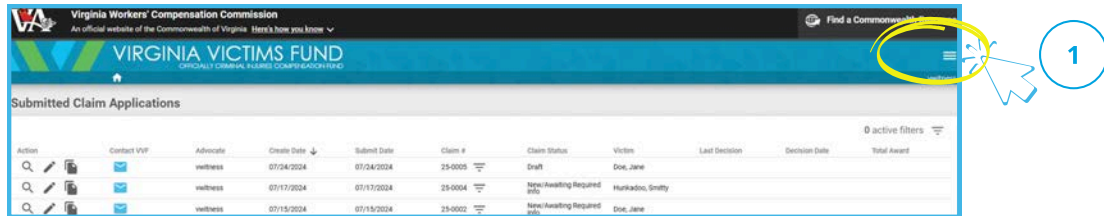


Change Password and User Profile Information

New Users: How to change a password and profile information after a profile has been created:

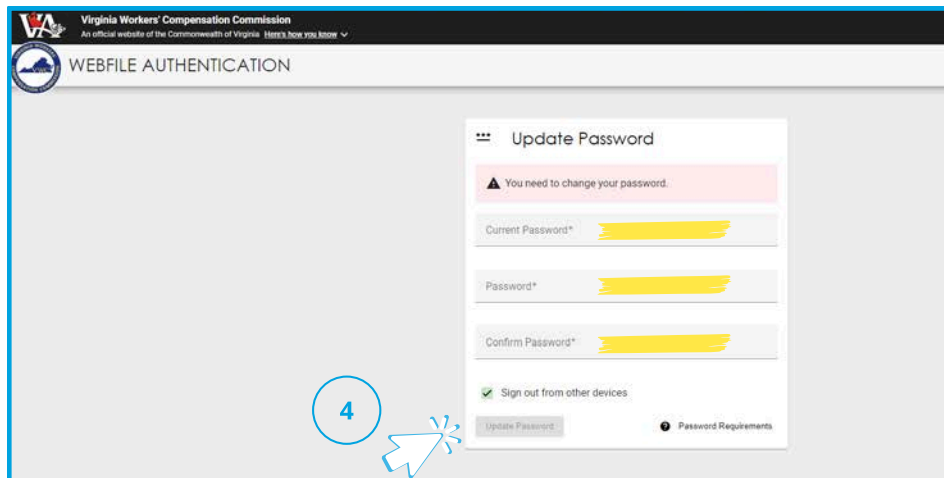
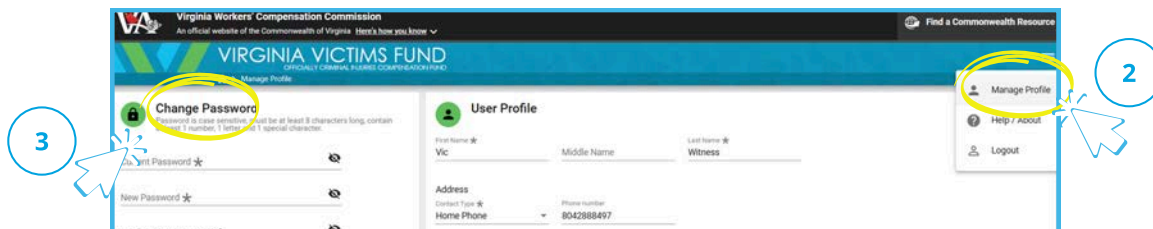
After logging into the WebFile Provider Portal Website,

1. Click the menu dropdown (☰) in the top right



2. Select “Manage Profile”

3. Click “Change My Password”



4. Enter current password, new password, and click “Update”

5. A confirmation message will appear.

Contact the fund at vvfoutreach@virginiavictimsfund.org if you cannot remember your password or security question answers. Answers are case sensitive.

- A confirmation message will appear and an email will be sent.
- Retrieve the email from noreply@workcomp.virginia.gov containing the new, temporary password. This password will expire in five days. The email could also land in a spam or junk folder. After logging in with your username and temporary password, you will be required to create a new permanent password and set up three security questions.



Reset Password

Before You Get Started

Remember the WebFile Password Criteria:

- ✓ Must be at least 8 characters
- ✓ Must have at least one number
- ✓ Must have at least one letter
- ✓ Must contain one special character (i.e. @, #, \$, %)

How to reset a password:

On the log in screen, you have the option to request a new password.

1. Click the “Forgot Password” link.

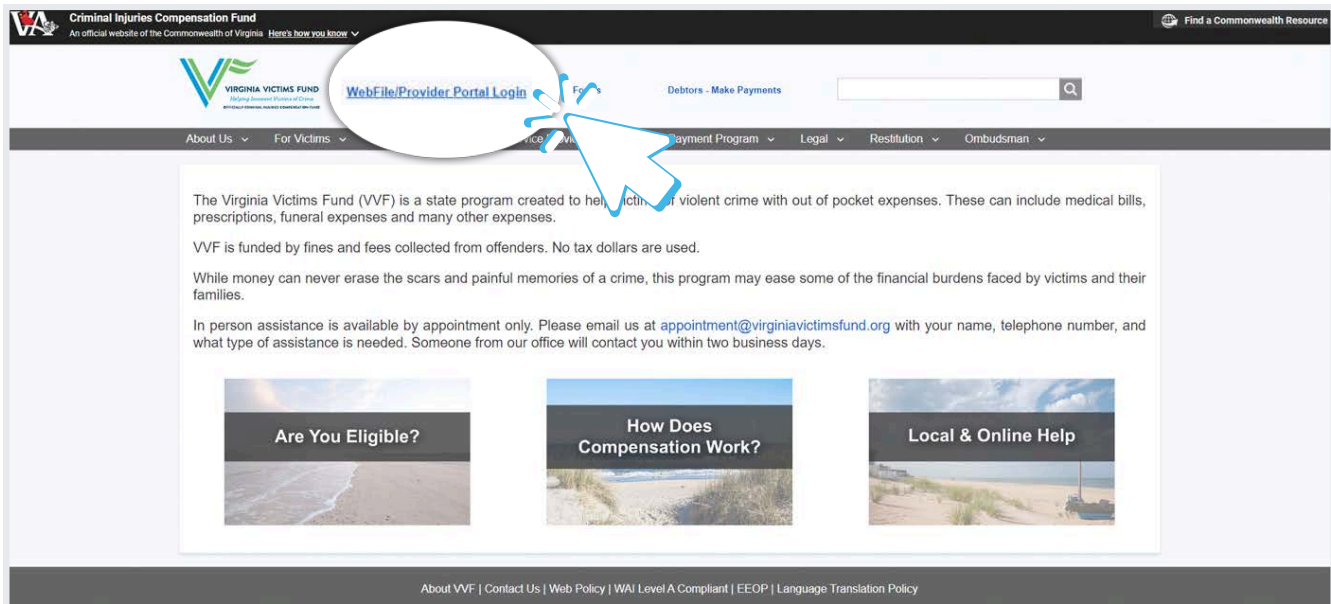
The screenshot shows the 'Login' page. At the top, there is a key icon and the word 'Login'. Below this is a green box with the text: 'By logging in you agree to the below. WebFile is a Commonwealth of Virginia information system. WebFile usage may be monitored, recorded, and subject to audit consistent with privacy accommodations. Unauthorized use of WebFile is prohibited and subject to criminal and civil penalties. Use of WebFile indicates consent to monitoring and recording and acceptance of [WebFile Terms and Conditions](#).' Below the green box are two input fields: 'Username*' and 'Password*'. The 'Username*' field has a red underline and the text 'Required Field' below it. At the bottom of the page, there is a 'Login' button and two links: 'Forgot Username' and 'Forgot Password'. The 'Forgot Password' link is circled in yellow and has a blue hand icon pointing to it.

2. Enter your username and follow the prompts to answer the three security questions from initial registration. Answers are case sensitive.
3. A confirmation message will appear and an email will be sent.
4. Retrieve the email from noreply@workcomp.virginia.gov containing the new, temporary password. **This password will expire in 5 days.** The email could also be in a spam or junk folder.
5. After logging in with your username and temporary password, you will be required to create a new permanent password and set up three new security questions. Contact the Fund at vvfoutrreach@virginiavictimsfund.org if you cannot remember your password or security question answers. Answers are case sensitive.

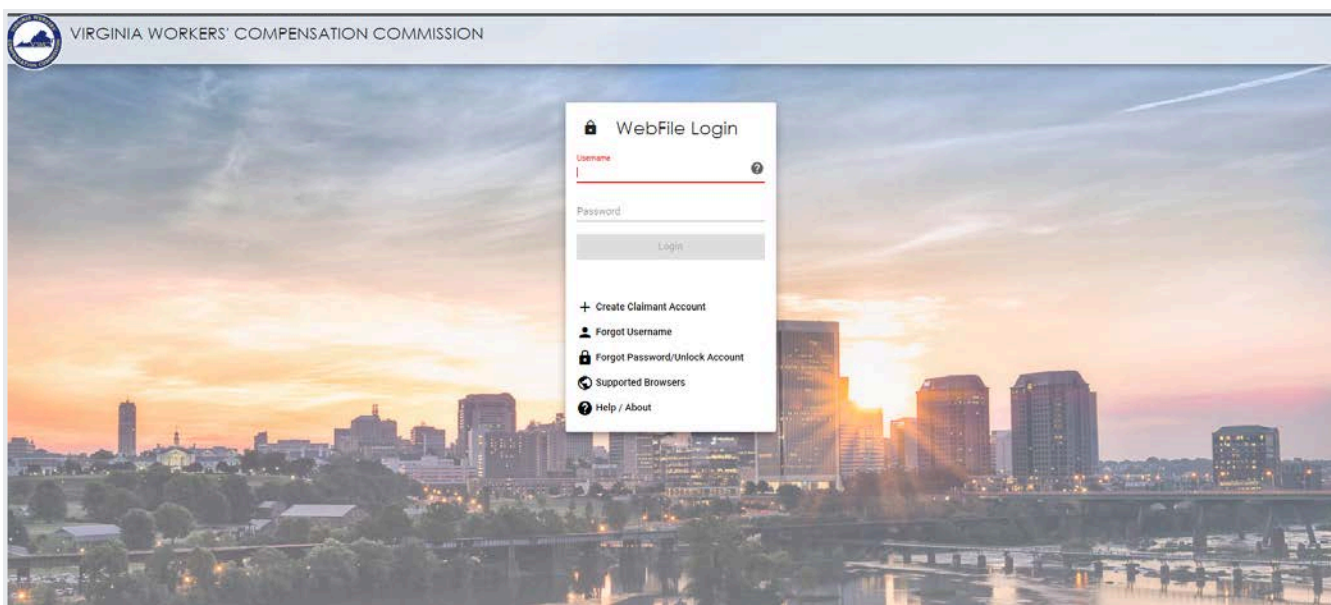


Logging Into WebFile

- Visit virginiavictimsfund.org.
- Click on “Webfile/Provider Portal Login” above the grey dropdown menu near the top of the screen.



- A new page will appear, prompting for your username and password. For technical assistance, please contact the Fund at vvfoutreach@virginiavictimsfund.org.





Getting Familiar with the WebFile Screen

The Claim Applications screen will show you all claim files you have submitted and Incomplete Requests/Drafts you have saved.

The screenshot shows the Virginia Workers' Compensation Commission website. The main header includes the logo and navigation links. Below the header, there are two main sections: "Submitted Claim Applications" and "Draft Claim Applications".

Submitted Claim Applications: This section displays a table of claim records. The columns include Action, Contact VVF, Advocate, Create Date, Submit Date, Claim #, Claim Status, Victim, Last Decision, Decision Date, and Total Award. A blue arrow labeled "Submitted Claims" points to the search icon in the Action column of the first row.

Draft Claim Applications: This section shows a single draft record with columns for Action, Contact VVF, Draft ID, Advocate, and Create Date. A blue arrow labeled "Drafts" points to the search icon in the Action column.

Clicking on the **"View"** icon allows you to view a claim and most supporting documents, as well as upload new documents and images.

This screenshot shows the detail view for a claim application. The "View" icon from the table is circled in blue. The detail view includes sections for Claim Information, Advocate Note, Images, and Victim. A blue arrow points from the "View" icon to the "Upload" button in the Images section.

Clicking on the **"Edit Court Case"** icon allows you to edit court case information, as well as upload new documents and images. Viewable documents are in blue. (You will not be able to view medical records, police reports, etc.)

This screenshot shows the detail view for a claim application. The "Edit Court Case" icon from the table is circled in blue. The detail view includes sections for Claim Information, Advocate Note, Images, and Victim. A blue arrow points from the "Edit Court Case" icon to the "Upload" button in the Images section.

Clicking on the **"Clone"** icon allows you to make a copy of a claim, which can be helpful if you have two or more victims of the same crime incident. Be sure to edit the information that needs to be changed in each clone.

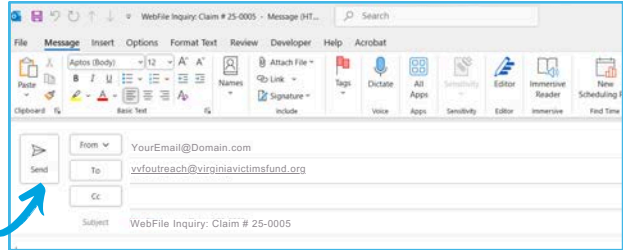
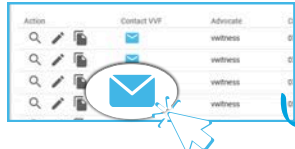
This screenshot shows the detail view for a claim application. The "Clone" icon from the table is circled in blue. The detail view includes sections for Claim Information, Victim, and Address. A blue arrow points from the "Clone" icon to the bottom of the page, where a message states "Claim Application successfully cloned".



Getting Familiar with the WebFile Screen, Continued.



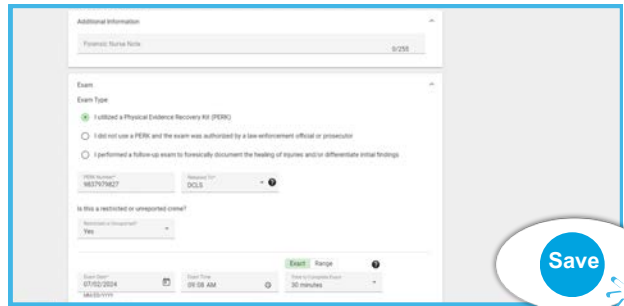
Clicking on the “Contact VVF” icon allows you to email the Fund. The claim number will be automatically added to the email.



Clicking the “Save” button on the bottom right of the screen will save all information that has been entered or selected. Saving without submitting a claim will result in a draft claim application.



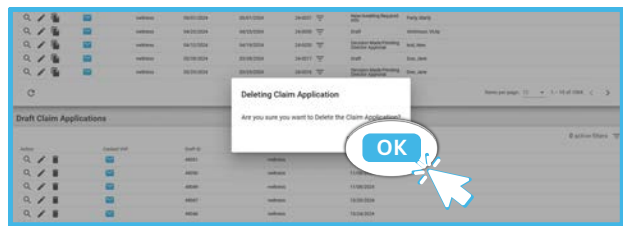
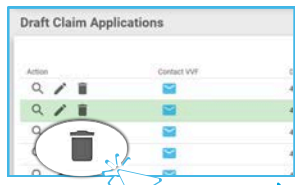
Draft claims can be located on the main page at the bottom of the screen.



Submitted Claim Applications									
Action	Contact VVF	Address	Create Date	Submit Date	Claim #	Claim Status	Victim	Last Revision	Business Day
		welness	07/04/2024	07/04/2024	250006	Draft	Doc, Jane		
		welness	07/17/2024	07/17/2024	250008	New/Resubmit Required Info	Hunkaluk, Jovely		
		welness	07/18/2024	07/18/2024	250002	New/Resubmit Required Info	Doc, Jane		
		welness	08/17/2024	08/17/2024	240040	Draft	Doc, Jane		
		welness	08/09/2024	08/09/2024	240046	New/Resubmit Required Info	Doc, Jane		
		welness	08/01/2024	08/01/2024	240037	New/Resubmit Required Info	Phay, Marly		
		welness	04/25/2024	04/25/2024	240030	Draft	Williamson, Willy		
		welness	04/12/2024	04/16/2024	240020	Decision Made/Pending Director Approval	test, New		
		welness	03/28/2024	03/28/2024	240017	Draft	Doc, Jane		
		welness	03/25/2024	03/25/2024	240016	Decision Made/Pending Director Approval	Doc, Jane		

Draft Claim Applications				
Action	Contact VVF	Draft ID	Address	Create Date
		49031	welness	11/09/2024
		49030	welness	11/06/2024
		49049	welness	11/08/2024
		49047	welness	10/28/2024

Draft applications can be deleted using the delete button (🗑️). Deleting a claim application can only be done before you submit a claim. If, for some reason, a claim application needs to be deleted after submission, contact VVF for assistance.

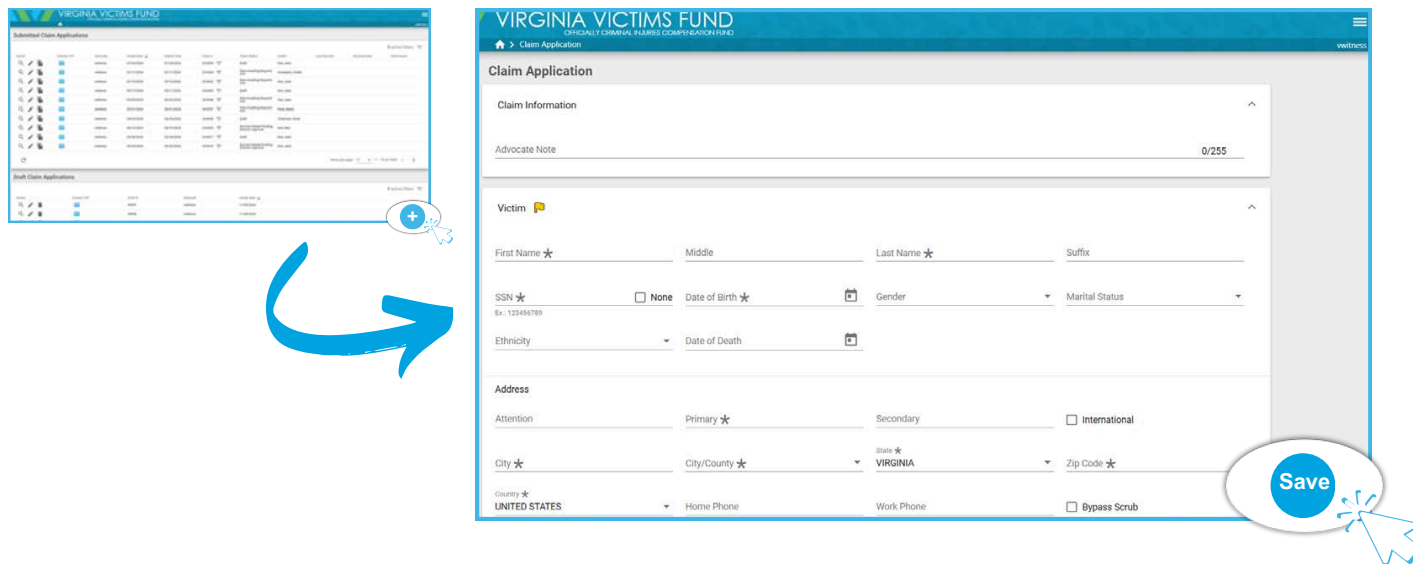




Creating A New Claim in WebFile

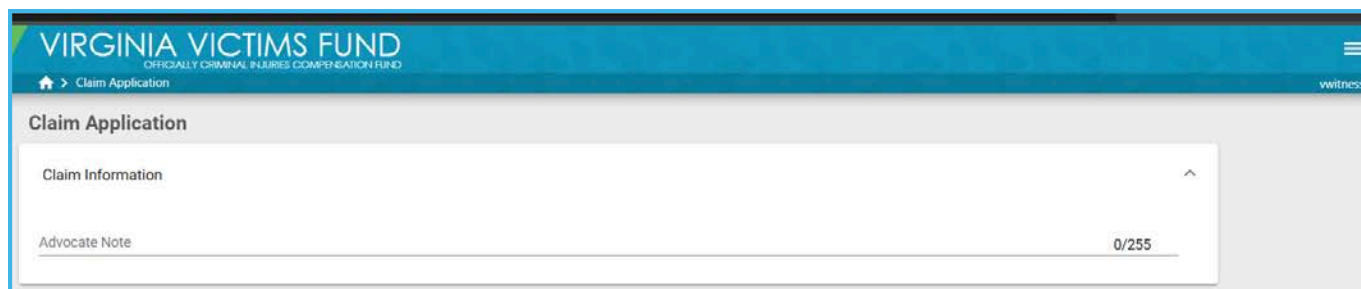
Opening a New Draft Claim Application

To create a new draft claim application, log into WebFile and click the blue and white plus button at the bottom right corner of screen. A new claim application will then populate for your completion.



The Advocate's Note

The first section of the application allows the Advocate the opportunity to enter special Advocate notes for consideration. For example, a statement of good cause on why an application or police report was submitted past the eligibility requirement deadline may be entered here. You may also enter feedback on charity care eligibility, language or special disability needs, or information on whether or not the victim is cooperating with the criminal justice process. Please also enter employer information in this section. Any information that can help with processing the claim is relevant and should be included.





Creating A New Claim in WebFile

The Victim

Enter all fields marked required (*) to complete the victim information section. When the section is complete, you will see the yellow flag shown here turn green.

Advocate Note 0/255

Victim

Middle Last Name * Suffix

SSN * None Date of Birth * Gender Marital Status
Ex: 123456789

Ethnicity Date of Death

Address

Attention Primary * Secondary International

City * City/County * State * VIRGINIA Zip Code *

Country * UNITED STATES Home Phone Work Phone Bypass Scrub

Save

The Claimant

When entering the claimant information, you can use the “Same as Victim” check box when they are the same person. This will auto-populate the section with the victim’s information. Please do not use this if they are NOT the same person. Checking the box and changing the name will create an error and be unable to submit the claim successfully.

Claimant

Same as victim

Middle Last Name Suffix
E. Doe

Date of Birth * Gender Marital Status
05/05/1955 Male Unknown

Address

Attention Primary Secondary International

City Richmond City/County Richmond City State VIRGINIA Zip Code 23221

Country UNITED STATES Home Phone Work Phone Bypass Scrub

Who referred the claimant to VVF?
Select a value *

How is the claimant related to the victim?
Self

Save



Creating A New Claim in WebFile

The Incident

Please complete all relevant sections regarding the crime incident. The included incident type listing is not all-inclusive. Please select the option that best represents the criminal incident. The question of domesticity relates to whether or not this incident is domestic violence, and is a required field.

Incident

Incident Date Incident Type

Type of Victimization:

Bullying Domestic and Family Violence Elder Abuse/Neglect

Hate Crimes Mass Violence

Was a firearm involved? Domesticity City/County Street Address

Incident Report

Date Crime was Reported Law Enforcement Agency

Car Involved? Report Number Civil Case?

Civil Case Info 0/100

Save

The Offender(s)

Offenders

Unknown Offender **1**

0 Offenders **Add** **2**

Offender

Create Offender **2a**

Create Offender (Add new offender to database)

Create Offender **2b**

If the offender is unknown, simple check the relating box (1). If the offender is known, click “Add” (2), then “Create New Offender” (2a). Do not search an offender’s name and select it or you will create a system error. Always select “Create New Offender” and provide the required information. Once the offender information is complete, select the blue “Create Offender” button (2b).



Creating A New Claim in WebFile

Employment

For this section, please do NOT create an employer in the system. Simply answer the yes or no question about whether the incident occurred at work. Instead, please provide known employment information in the Advocates Notes section of the claim application.

Employer 📄

Did the incident occur at the victim's place of employment?

Select a value ✖

Employer Search

Employment Situation 0/255

Insurance

It is very important for VVF to have all information on known collateral resources and insurances. If there are none, click “No” (1). If there are one or more, click “Yes” (1), then please use this section to enter all known insurance and collateral resources by selecting “Create” (2) and inputting all insurance details. Next, click “Create Insurance” (3) to save each type of collateral coverage. (The box will turn blue and become clickable after all information is entered.) Consider coverage for health, life/burial, automobile insurance (including that of the offender if known and related to an automobile claim), homeowner’s/renter’s insurance, charity care, and others. The drop-down arrow provides a number of selection options to prompt your completion. Virginia law makes the Virginia Victims Fund the payer of last resort, Relevant collateral resources vary depending on the type of crime.

Insurance 🟢

0 Insurances Create ^

Is there any insurance that may pay expenses relevant to this claim?

Yes

No

1

2

3

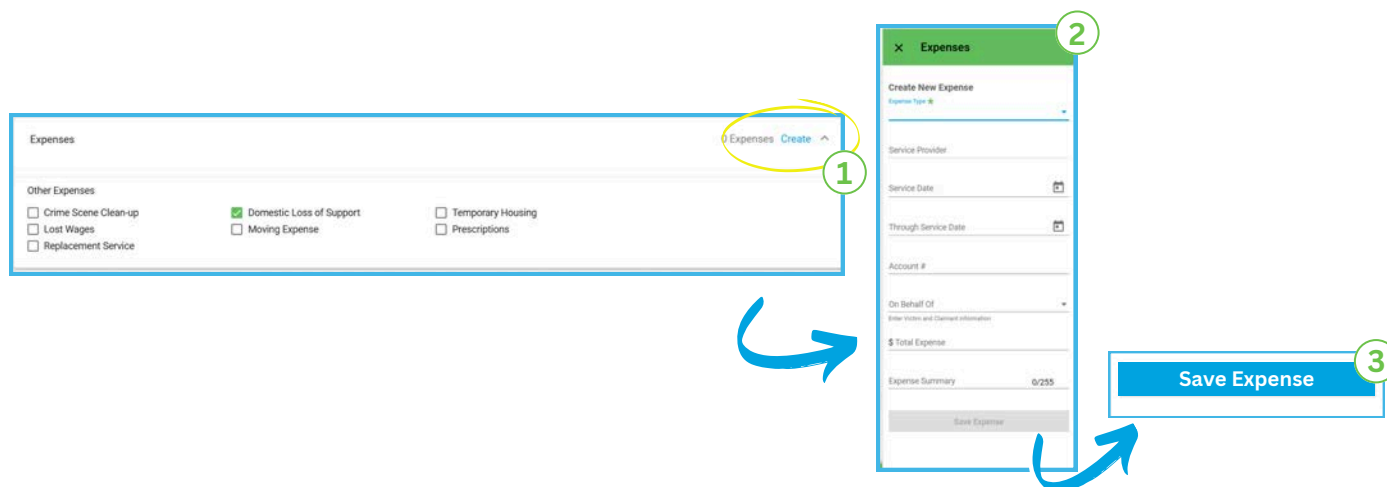
4

Create Insurance



Creating A New Claim in WebFile

Opening a New Draft Application: Expenses and Collateral Resources



Please be sure to be as thorough as possible when adding expenses in WebFile. Select "**Create**" to add additional expense categories. Providing the name/address of the provider and all other relevant information expedites claims processing. Expense categories only need to be created once in a claim, with one expense submission, and then all additional expenditures can be uploaded documents in to the claim file itself following the original claim submission. Please also note:

AP The Fund does not pay for lost or stolen property. Allowable Property (AP) items related to the crime include the provision of security, such as doors, locks, installation of the security system, windows, or clothing and bedding seized as evidence. *Homeowner's or renter's insurances are relevant collateral resources.*

Crime Scene Clean-Up includes the cleaning of bio-hazards or items damaged by the police use of graphite dusting. *Homeowner's or renter's insurances are relevant collateral resources.*

Dental Expenses that arise out of the crime incident. Medical/dental insurances are relevant collateral resources. *If the person has an oral surgery at a hospital, it may be covered by the hospital's financial assistance program/charity care.*

Domestic Loss of Support provides compensation for legal dependents of homicide victims, and for the victims of domestic violence or child sexual assault when the offender is removed from the home by the criminal justice process. It is necessary to substantiate the wages of the offender or deceased victim. *In cases of loss of support for the children of a homicide victim, social security death benefits are relevant collateral resources.*



Creating A New Claim in WebFile, Continued

Opening a New Draft Application: Expenses and Collateral Resources, Continued...

Funeral Expenses, up to \$10,000, include payment or reimbursement for the victim's burial, cremation, urn, headstone, or plot. Life insurance/burial insurance are relevant collateral resources. *"Go Fund Me" accounts specific to funeral expenses are also considered as collateral.*

Medical/Hospital Expenses include the payment of, or reimbursement for crime-related medical expenses. *A MOA must be on file with the provider. Insurance/hospital financial assistance/charity care are relevant collateral resources. If the individual is uninsured, they MUST apply with the hospital financial assistance program, and we MUST be provided a copy of their decision before we can make payment.*

Lost Wages provides compensation for work time lost due to a crime incident. *Paid time off is a relevant collateral resource.*

- For adult victims- time off of work under a doctor's care not covered by some kind of paid time off (Provider must be a MD, NP, or PA)
- For child victims – coverage of unpaid time to the parent/guardian who missed work taking the minor back and forth to medical appointments or court-related appointments

Mental Health Expenses can mean any of the following when provided in concert with Fund Policy. Please specify which you are seeking in the expense summary.

- Mental health counseling directly related to the crime incident for the victim of the crime. (Must be a licensed counselor or therapist as per Fund Policy.) *Insurance is a relevant collateral resource.*
- Grief counselling for dependents and survivors of homicide victims (\$2,500 claims for date of crime prior to 07/01/2014 - \$3,500 claims for date of crime on or after 07/01/2014) to include parents, grandparents, siblings of the deceased, spouses, and any children (adopted, step, or natural) or grandchildren. *Insurance is a relevant collateral resource.*
- Counseling for children who witness violence against a caregiver. *Insurance is a relevant collateral resource.*



Creating A New Claim in WebFile, Continued

Opening a New Draft Application: Expenses and Collateral Resources, Continued...

Moving Expenses include reimbursement for the cost of professional movers, moving equipment rental, temporary storage, first month's rent, turning on utilities at the new residence, and/or loss of security deposit. VVF needs copies of contracts, receipts and/or cancelled checks. Capped at \$2,000.

Nursing Care includes home health care by a nurse or certified nursing assistant for crime-related injury. Insurance is a relevant collateral resource.

Physician/Licensed Independent Practitioners includes payments or reimbursements for crime-related expenses with a physician, occupational, or physical therapist. Most expenses fall under this type. *Insurance is a relevant collateral resource.*

Prescription reimbursement provides for medication expenses that are prescribed as a direct result of the crime incident. Must include name of prescribing doctor, date filled, name of the medication, and cost. *Insurance is a relevant collateral resource.*

Prosthesis includes glasses, dentures, hearing aids, mobility devices, or other medically necessary devices. In order to be paid, VVF must have either a police report indicating that the item was damaged in the crime incident or a medical record showing the device is now needed because of the crime. *Insurance is a relevant collateral resource.*

Replacement Services includes services a victim can no longer perform due to a crime incident that are necessary to health, livelihood, or safety. For example, paying someone to harvest the crops of an injured farmer to ensure they have income; or paying someone to provide childcare for a victim too injured to care for her children. This is usually prescribed by a doctor. *Relevant collateral resources will vary on a case by case basis.*

SAFE-Related expenses are directly related to a sexual assault forensic exam; this is an internally used category that Advocates should ignore.



Creating A New Claim in WebFile, Continued

Expenses and Collateral Resources, Continued...

Temporary Housing may be provided for up to the 30 days in a hotel when a local shelter is full or unavailable to the victim. There must be an urgent safety concern for this expense to be paid. We cannot reimburse another agency for covering this cost for a victim.

Transportation for Medical Care includes ambulance rides, helicopter transport, or mileage to and from appointments. *Insurance may be a relevant collateral resource.*

Other “Reasonable and Necessary” Expenses must be directly related to the crime in order to be considered. These are usually verified by a physician or psychologist. Contact VVF for instructions on how to add these expenses.

Dependents

Please add dependent information to the claim if there are related crime incident expenditures, such as mental health counseling for witnesses of domestic violence or grief counseling.

The screenshot shows the 'Dependents' section of the WebFile interface. On the left, there is a box labeled 'Dependents' with the text 'No Dependents entered'. A yellow circle with the number '1' highlights the 'Create' button in the top right corner of this box. A blue arrow points from this button to a modal window titled 'Dependent' (2). This modal window contains a 'Create New Dependent' form with the following fields: 'First Name' (required), 'Middle', 'Last Name' (required), 'Suffix', 'SSN' (required, with a note 'Must specify SSN or select No SSN'), a checkbox for 'No SSN', and 'Date of Birth' (required). At the bottom of the modal is a 'Save Dependant' button. A blue circle with the number '3' highlights this button. A blue arrow also points from the modal's 'Save Dependant' button to the 'Save Dependant' button in the modal itself.

Submitting the Claim

The screenshot shows the 'Submitting the Claim' section. At the top, there is a 'Submit' button (C) and a warning message (A) that reads: 'I understand that I must fax or upload the notarized VVF authorization form before processing can begin on this claim. Fax to: 804-823-6905.' At the bottom right, there is a 'Save' button (B). The footer of the page contains links for 'Expenditures' and 'eVA Transparency Reports'.



Creating A New Claim in WebFile, Continued

Tips for Uploading Documents

- Always upload the VVF Application and signed authorization page. (These should be uploaded separately.)
- Separate bills by provider before uploading. Bills that are from the same provider can be uploaded together, even if dates of service are different. Bills should be submitted in date order.
- EOB statements can be uploaded together if from the same insurance provider.
- All prescriptions can be uploads together, regardless of pharmacy name and dates of service. Register receipts are not valid prescription documentation. Prescription documents must include Medication name, fill date, prescribing physician, victims name, amount paid.

Contact Us

Should problems arise

Email wfoutreach@virginiavictimsfund.org should you have any troubles while working with WebFile.