

# Quarterly News

Spring 2017



**VIRGINIA VICTIMS FUND**

*Helping Innocent Victims of Crime*

OFFICIALLY CRIMINAL INJURIES COMPENSATION FUND

A Division of the Virginia Workers' Compensation Commission

Web: [www.virginiavictimsfund.org](http://www.virginiavictimsfund.org) • Mail: P.O. Box 26927, Richmond, Virginia 23261 • Phone: 1.800.552.4007 • Fax: 804.823.6905

## VVF ANNOUNCES NEW WEBFILE PROGRAM FOR MEDICAL PROVIDERS

The Virginia Victims Fund is pleased to announce the launch of a new WebFile program available to medical providers. This will allow billing offices to view information about outstanding crime-related expenses that are under review. In order to protect victims' privacy, access is limited only to information about that provider's particular expense including items such as account number, date of expense, and whether VVF has received all the documentation necessary for the expense to be paid. Providers must complete a training session with VVF staff before they are granted access to this system. We hope this new tool will help facilitate communication and document collection for faster claims processing.

### WEBFILE

WebFile Login  
Medical Provider Login  
WebFile Resources

### Contents:

- NEW Medical Provider WebFile
- VVF and Collateral Resources
- WebFile Tip: The Advocate Note
- Holding Claims
- Award Letter Tips
- Welcome Tabitha!

## VVF AND COLLATERAL RESOURCES

The Code of Virginia makes the Virginia Victims Fund the payer of last resort and indicates that the victim must use all financial resources available to them before VVF can make payment. We often call these resources *collateral resources*. This statute is key to ensuring that all of a victim's crime-related expenses are covered in full. Yet, this statute and its ramifications in claim processing can be a cause of confusion for victims and the advocates that serve them. To help explain what VVF considers a collateral resource, the Ombudsman and Claims Examiners are developing a checklist. This should help advocates understand relevant collateral resources and supplement VVF requests for information. This guide will be distributed to our partners with instructions and be available on the Virginia Victims Fund website, [virginiavictimsfund.org](http://virginiavictimsfund.org), however, you should never hesitate to contact VVF with any questions you have!

**Main Fax: 804.823.6905**

**Main Email:**

**[info@virginiavictimsfund.org](mailto:info@virginiavictimsfund.org)**

**SAFE Fax: 804.823.6907**

**SAFE Email:**

**[safe@virginiavictimsfund.org](mailto:safe@virginiavictimsfund.org)**

**Medical Provider Status**

**Request:**

**[status@virginiavictimsfund.org](mailto:status@virginiavictimsfund.org)**

## WEBFILE TIP: THE ADVOCATE NOTE

When using WebFile to enter a new claim, the first field that an advocate can utilize is the *Advocate Note*. This field provides the opportunity to give

important information about the claim directly to the examiner upon their initial review. Historically, we have asked advocates to include items in this field such as, “the victim only speaks Spanish” or “victim has cerebral palsy”. Now, we encourage advocates to use this space even more extensively. Indicate whether the victim is cooperative, and whether or not they are insured. Make sure to let us know about life or burial insurance in funeral claims. You can also use this field indicate any concerns you may have about the eligibility of the claim. Answering these questions early can significantly aid the examiner as they gather information about the case. If you need to provide more information at a later date, remember that you can email any claim updates to [info@virginiavictimsfund.org](mailto:info@virginiavictimsfund.org).

### Advocate Note

Victim uninsured, Filed charity care application on 10/02/2016 with Inova, cooperative

167 characters left

## HOLDING CLAIMS FOR EXPENSES

We can never over-stress the importance of adding expenses both in WebFile claims and on paper applications. Providing as much information as possible helps expedite claims processing. The Virginia Victims Fund can even write to providers on the victim’s behalf! However, because of the one-year filing deadline, be careful about holding on to claims while waiting on the information from the victim. Most claims have expenses which are added after the initial set-up stage. Don’t hold up a claim for months waiting on a bill or receipt. Allow the Fund to go through its set-up process while you wait to receive paperwork!

## AWARD LETTER TIPS

VVF strives to keep Victim Witness Assistance Program advocates informed of the status of VVF claims processing. We send copies of any award letters to the advocate as well as the victim and we also have award letters available for viewing in WebFile. The challenge is that the advocate may receive this information before the victim does. VW advocates should not take on the responsibility of advising victims of VVF decisions. We encourage our VW friends to wait for the victim to receive notification from our office. The victim is more likely to contact VVF if something is incorrect about decision if they are notified directly by the program.



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