

VCF Online Claims System March 2019 Enhancements

The enhancements and updates listed below will be available in the online claims system beginning on Monday, March 25, 2019.

New statuses specific to Preliminary Review

In our continuing efforts to provide greater visibility into the status of claims in the online claims system, the system has been updated to include new Eligibility and Compensation milestone statuses specific to the Preliminary Review process. As a reminder, claims go through preliminary review as a first step in Eligibility review, and again at the start of Compensation review, to confirm the “minimally required” documents have been submitted. Additional details about preliminary review can be found in Sections 1.8.a (Eligibility) and 2.a (Compensation) of the VCF “[Policies and Procedures](#)” document, and in the “[VCF Claim Review Process](#)” overview.

1. Updates to the Eligibility and Compensation Statuses – The Eligibility and Compensation Status columns will now display status updates as claims move through the Preliminary Review process. The preliminary review statuses include:

- Submitted: Pending Preliminary Review
- Preliminary Review
- Amend/Appeal: Pending Preliminary Review
- Amend/Appeal: Preliminary Review

The [Claim Status Definitions](#) document on the VCF website has been updated to include the definitions for the new statuses.

Claim Number	First Name	Last Name	Registration Status	Eligibility Status	Elig Status Date	Compensation Status
VCF0124093	self test	emily's	Submitted - PR	Preliminary Review	3/19/2019	Submitted: Pending Preliminary Review
VCF0122982	Test	test	Submitted	Amend/Appeal: Pending Preliminary Review	1/15/2019	Amend/Appeal: Preliminary Review

New claims submitted after March 25, 2019, will automatically move to the new preliminary review statuses.

2. Converting Claims in the Preliminary Review Process to New Statuses – Claims submitted prior to March 25, 2019 that are currently within the preliminary review process will have their statuses converted to the appropriate preliminary review status as part of our deployment efforts. This means you may see claims move from either “Ready for Reviewer: Pending Review” or “Under Review” status to “Submitted: Pending Preliminary Review” or “Preliminary Review.” Once the VCF completes the preliminary review of a claim, the claim will move to “Ready for Reviewer: Pending Review” status, and then to “Under Review” once it is assigned for substantive review. Claims that had already moved through the preliminary review process and were in “Under Review” status pending assignment for substantive review will be converted to “Ready for Reviewer: Pending Review” status.

Please note that these changes do not mean that the claim is moving backwards in the review process or that the prioritization order is changing. These changes are simply meant to provide you greater visibility into the actual status of the claim as it moves through the various stages of the review process.