WebFile User Guide

for Claimants

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VIRGINIA VICTIMS FUND
Helping Innocent Victims of Crime
OFFICIALLY CRIMINAL INJURIES COMPENSATION FUND

Welcome

Welcome to the Virginia Victims Fund's WebFile Portal guide for claimants.

Using the WebFile Portal, claimants are able to file claims with the Virginia Victims Fund, as well as upload documentation and obtain status of these claims.

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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.

The program is funded through fees levied against individuals convicted of misdemeanors and felonies in Virginia courts and through federal Victim of Crime Act (VOCA) grants. Virginia law (Va. Code Section Va. Code § 19.2-368.11:1 (A), (B), and (D)) distinguishes between mandatory and discretionary expenses. Wage loss is a mandatory expense, and discretionary expenses include things like medical bills, mental health bills, and funeral expenses. The Fund prioritizes mandatory expenses, and the reimbursement of discretionary expenses is contingent upon available funding.

The Fund also administers the Sexual Assault Forensic Exam (SAFE) Payment Program, which is supported by state general funds.The Fund is also responsible for receiving restitution from Virginia courts and locating victims for whom the restitution belongs.

WebFile: Claimant Portal Overview

The WebFile Portal is the Virginia Victims Fund's online portal system designed for electronically filing claims and submitting needed documentation. Using the WebFile Portal, claimants are able to file claims, submit claim documentation and check the status of claims.

Benefits of the Claimant WebFile Portal:
- Submit claim applications quickly and securely
- Upload necessary documentation to process payments
- Verify receipt of documents submitted
- View items still needed to complete the application process

WebFile can be accessed from a computer or smartphone.

Getting Started

Things to Know

- The Virginia Victims Fund is a state program that reimburses <u>eligible</u> victims of crimes for certain out of pocket expenses.

- This WebFile platform allows victims of crime to apply to the Fund and if eligible, access their claims online.

Eligibility

- Before beginning an application, please visit the <u>VVF website</u> for a complete explanation of the crime situations that are eligible and ineligible for the program.

  The program reimburses certain expenses directly related to the crime as funding is available. Claimants accepted into the program are still responsible for paying their bills.

  Your responses to the prompts on the screen will determine eligibility.

- Before you begin, please make sure you review the <u>Virginia Victims Fund website</u> for information about how the claims process works and the types of documentation likely needed to process your claim.

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, usernames and passwords.

Usernames

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

Username Criteria

- Minimum of 6 characters
- Maximum length of 50 characters
- Cannot be an existing username
- May have any of the following: Letters, digits, allowed special characters (@,_,+,.)

Passwords

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

$\mathbb{V}^{\approx}$ Visit virginiavictimsfund.org.

$\mathbb{V}^{\approx}$ Click on "Webfile/Provider Portal Login" above the grey dropdown menu near the top of the screen.

Supported Browsers

We recognize that our users may use a variety of Internet Browsers. In order to provide you with the best experience possible, we recommend using a modern browser such as Google Chrome. These browsers have been tested to ensure optimal usability.

$\mathbb{V}^{\approx}$ Click "Create Claimant Account" to begin.
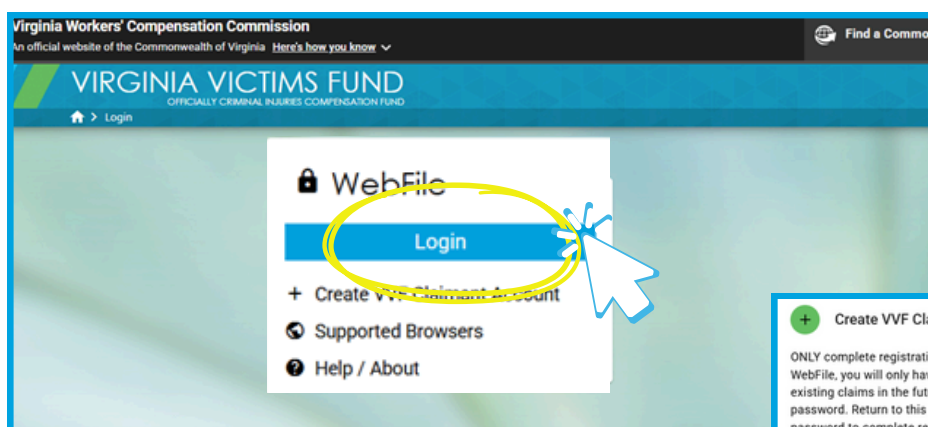
$\mathbb{V}^{\approx}$ A popup will appear allowing you to register by entering your email address and name. ONLY complete registration here if you are a Victim/Claimant. By creating an account you will not have access to any claim information until a PIN is entered. Upon completing this page, you will be e-mailed a temporary password. Return to this page and log in using the Email Address provided and temporary password to complete registration. Once registration is complete, you will be able to create and view your claim application using the PIN emailed to you.

Change Password, Profile Information, Correspondence Preferences and Associated Service Providers

New Users: How to change a password, profile information, correspondence preferences and associated service providers after a profile has been created:

After logging into the WebFile Provider Portal Website,

1. Click the munu dropdown (≡) in the top right
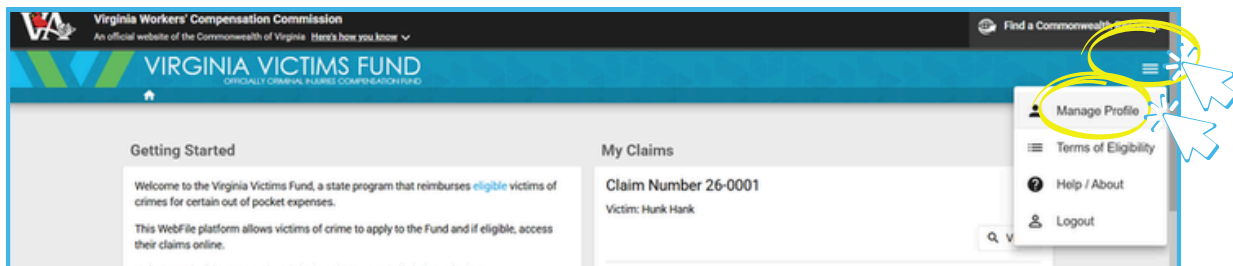
2. Select "Manage Profile"
3. From here, you can choose "Change My Password," "Correspondence Preference," "User Profile," or "Associated Service Providers" and change the information accordingly. (Please note that to change associated service providers, you must contact VVF.)
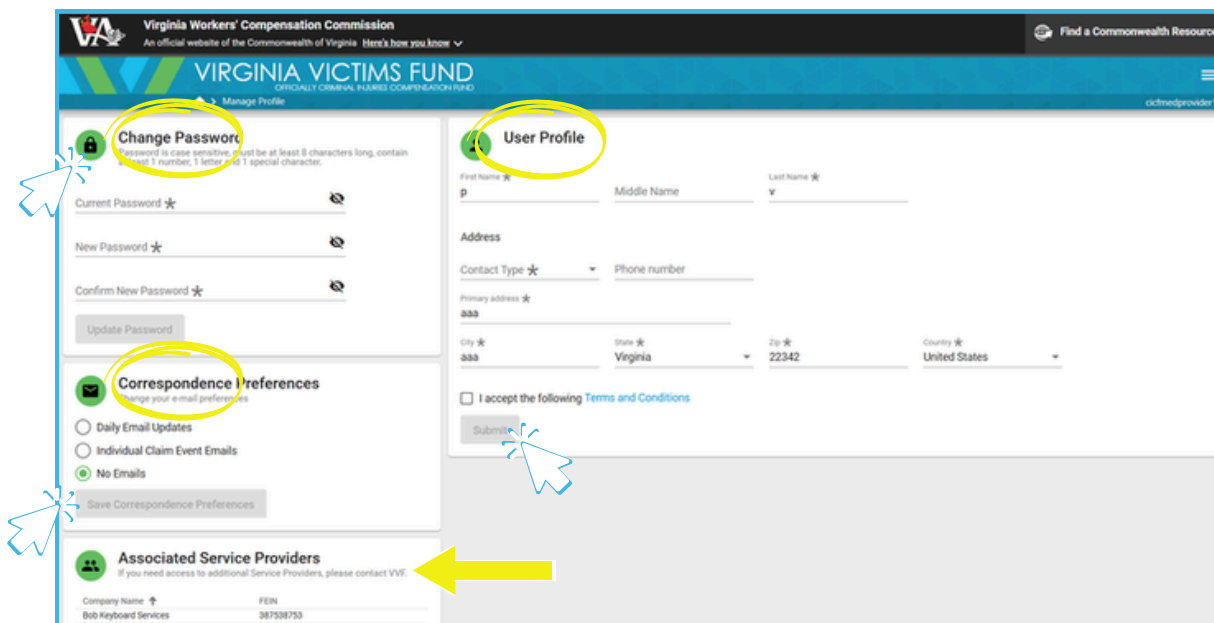
4. Be sure to click "Update Password," "Submit" or "Save Correspondence Preferences."
5. A confirmation message will appear.

Contact the Fund at status@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.

2. A confirmation message will appear and an email will be sent. The email received will contain a "link to reset credentials" directing the user to enter a new password. (No temporary password is sent.)

3 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 info@virginiavictimsfund.org if you cannot remember your password or security question answers. Answers are case sensitive.

Logging Into WebFile

V⁼ Visit virginiavictimsfund.org.

V⁼ Click on "Webfile/Provider Portal Login" above the grey dropdown menu near the top of the screen.
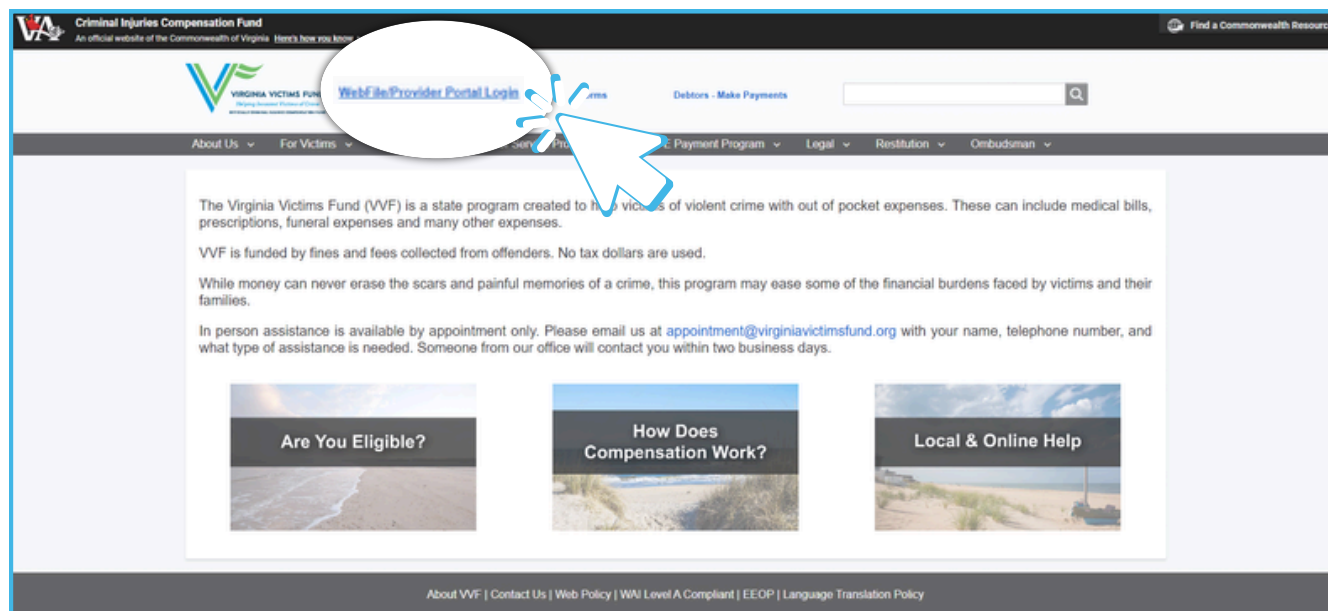
V⁼ A new page will appear, prompting you to add your username and password. For technical assistance, please contact the Fund at info@virginiavictimsfund.org.
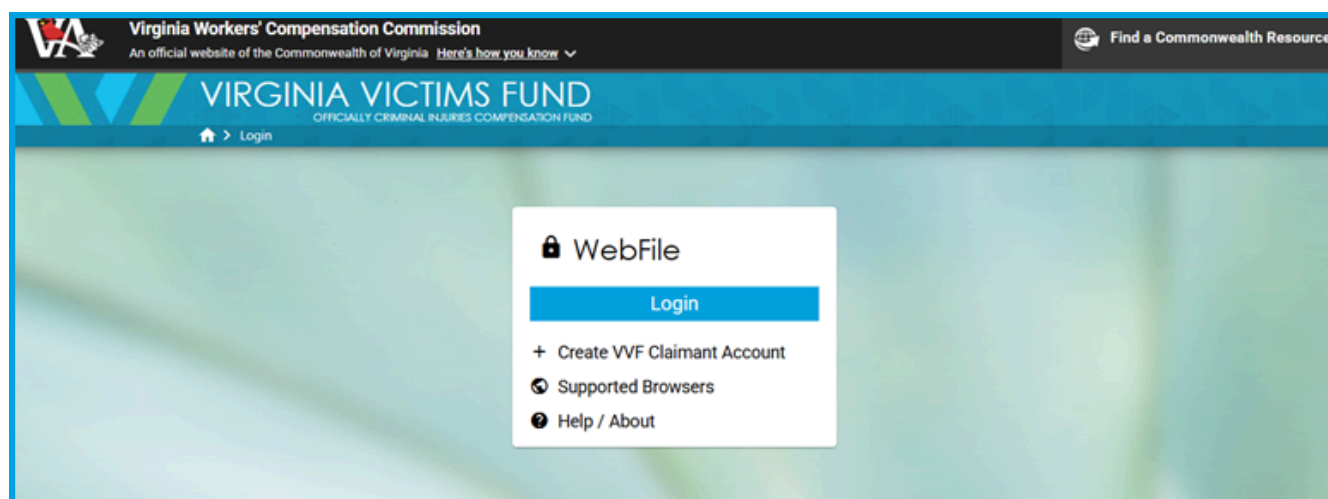
Two-Factor Authentication

Things to Know

- 2FA reduces the risk of unauthorized access, giving important documents and systems greater security from cyber threats.

- Remember Me Feature: 2FA remembers your browser on your device for 30 days. This same device and browser won't be prompted for 2FA until after 30 days, provided the user doesn't clear the cache on their browser.

Steps to Log in to WebFile with 2FA:

- After entering the username and password, an email like what is shown below, containing a one-time two-factor authentication code, will be sent to the email address associated with your account. **This code will expire in 15 minutes.** If you do not see the email in your inbox, be sure to check your spam or junk folder.

- Find your 6-digit access code in WebFile as shown in the email below:

  Project WebFile - Identity Verification
  Development.WebFile.Support@workcomp.virginia.gov

  Please do not respond directly to this email. The originating email account is not monitored.

  One-Time Identity Verification Security Code

  520988

  This code is valid for 15 minutes.

- Enter your 6-digit access code in WebFile as shown below, select Remember Me for 30 days if desired, and click Submit or Resend Code if you need a new, unexpired code:

✉ **Two-Factor Authentication**

An access code has been sent to your email address.
Enter your 6-digit access code

520988

☐ Remember me for 30 days

Submit   ➤ Resend Code   Cancel

Creating a New Claim Application

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

V To start a new application, click "Create a Claim Application" on the bottom right side of the page.

V Click to choose if you are applying for yourself or someone else. If you were the victim of the crime for which you are applying for VVF funding, click "Myself." If you are applying for someone else, click "Someone Else." Then click "Start Application."

Applying for Myself/ I am the victim: Victim Information

V When prompted, enter your full name and then click "Next."

Creating a New Claim Application

Applying for Myself/ I am the victim: Victim Information, Continued

Enter your Date of Birth, and then click "Next."

Enter your Social Security Number and click "Next."
- Note: If you do not have a Social Security No., click "I do not have a Social Security Number, which will prompt a popup asking the reason. Click "Not a US citizen," then click "Next."

Enter your full address and click "Next."

You will be asked to give the following information:
- Relation to the person that committed the crime, if any
- Phone Number
- Gender
- Marital Status
- Ethnicity
- Referral Source

Then click "Finish."

Creating a New Claim Application

Applying for Myself/ I am the victim: Incident Information

Enter the offender's information, if known, then click "Next." If unknown, answer "no" to show that the offender is unknown, and click "Next."

Enter the date of the incident and choose the type of incident from the drop-down list provided. Then click "Next."
- Note: Only incident types provided on the provided drop-down list are eligible.

You will be asked to give the following information:
- Incident Address (street address where the incident occurred)
- Whether the incident occurred at your place of employment

Then click "Finish."

Creating a New Claim Application

Applying for Myself/ I am the victim: Police Report Information

- You will be asked to enter the following information:
  - The date the crime was reported
  - The law enforcement agency reported to
  - Do you have a police report number to provide?

- Is this a civil case?
  - If yes, provide information adding the details of the case (ex. attorney information), then click "Finish."
  - If no, click "Finish."

Applying for Myself/ I am the victim: Expenses

- VVF reimburses some expenses related to injuries caused by crimes. Therefore, you must submit proof of a physical injury, or, an emotional injury caused by a crime listed in Va. Code §17.1-805 (C).

  Here you will enter:
  - Expense Type (from drop-down list)
  - Service Provider for this expense
  - Service Dates - start and end
  - Acct. No. (with this service provider)
  - Expense Summary (explanation)

  Click "Save Expense" and then choose to add another expense or click "Next."

Creating a New Claim Application

Applying for Myself/ I am the victim: Expenses, Cont.

Click to enter any other expenses from the incident.

Applying for Myself/ I am the victim: Insurance

Click to enter any other expenses from the incident.

Do you have insurance? If no, choose "no" from the drop-down and click "Finish." If yes, choose the type of insurance from the drop-down menu and click "Save Insurance." Choose to add another or click "Finish."

If yes:

If no:

Creating a New Claim Application

Applying for Myself/ I am the victim: Submitting the Application

Review the items entered on your application.

Read the Claimant Acknowledgement and Responsibilities section.

Claimant Authorization to Release Records: You, as the claimant, authorize the release of relevant records. This applies to claimants who are the victim of the crime as well as claimants who are applying on behalf of the victim of the crime.
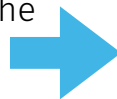
Click the box on the bottom left to accept the terms and conditions, and click the box on the bottom right to submit the application.

Creating a New Claim Application

Applying for Myself/ I am the victim: Checking the Status of Your Claim/ Adding Documents

After submitting your application, you will return to the Home screen. Here you can see the application you just submitted. Click "View" to check the status of your application and submit required documentation.

The Expenses tab will pop up, where you can view documents still needed to support the expense, and add documents for each expense, such as:

- Explanations of Benefits
- Itemized Receipts
- Medical Records
- Payment Receipts to Providers

Be sure to use the appropriate upload button in relation to the expense and document you are trying to upload.

When you click "Upload," the "Upload Document" popup will appear, and you will be able to upload a PDF, choose the document type, enter the service date and enter a document description.
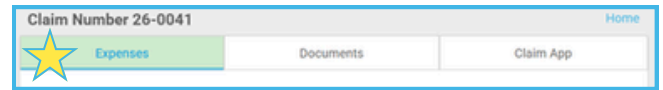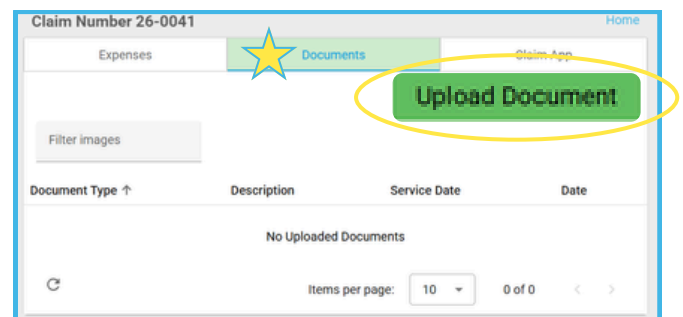
Creating a New Claim Application

Applying for Myself/ I am the victim:
Reviewing Your Application

You can move from Expenses to Documents to Claim App by simply clicking on the desired tab.

On the "Documents" tab, you can view documents that have been submitted, and have the opportunity to upload more documents by clicking "Upload Document."
- Please note that supporting documents must be uploaded in PDF format.

On the "Claim App" page, you can see a review of the application you have submitted, along with the documents you have provided.

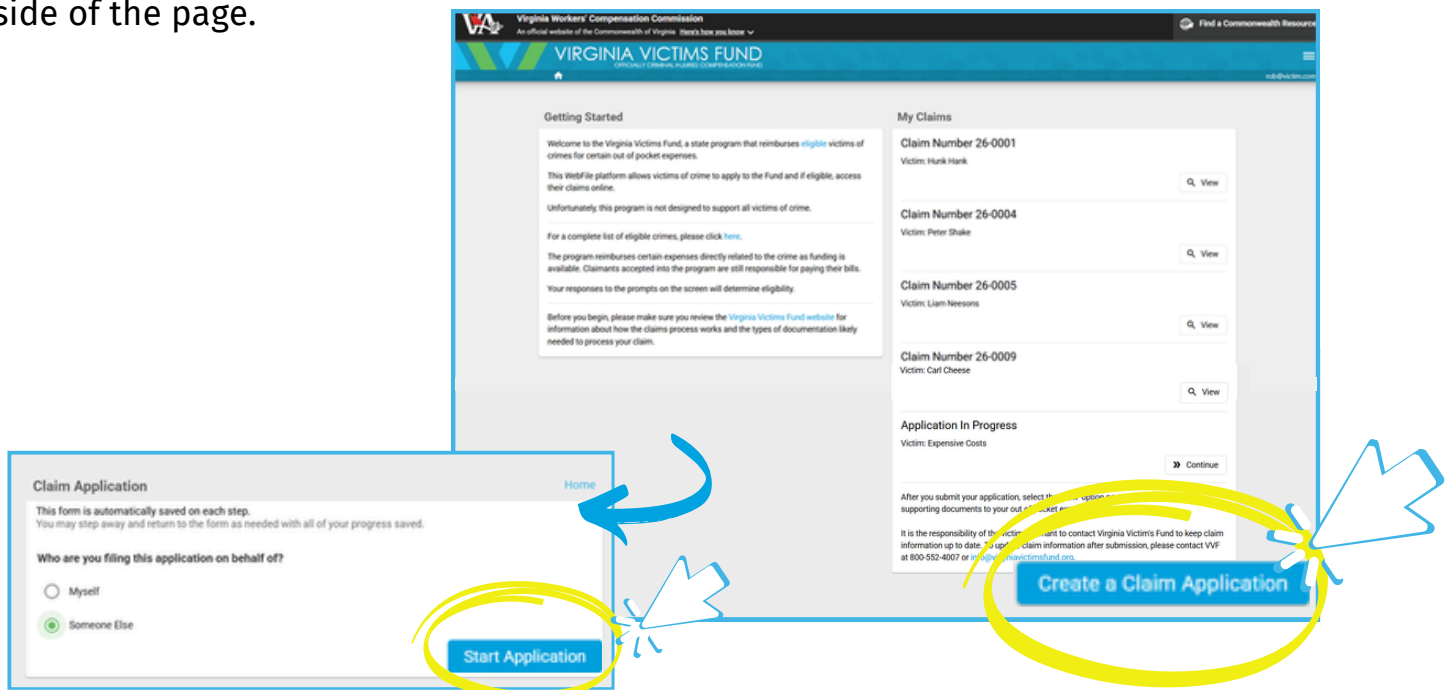To return to the Home screen at any time, click "Home" at the top right.

Creating a New Claim Application

V⁼ The Claim Applications (Home) screen will show you all claim files you have submitted and Incomplete Requests/Drafts you have saved.

V⁼ To start a new application, click "Create a Claim Application" on the bottom right side of the page.

V⁼ Click to choose if you are applying for yourself or someone else. If you were the victim of the crime for which you are applying for VVF funding, click "Myself." If you are applying for someone else, click "Someone Else." Then click "Start Application."

Applying for Someone Else

V⁼ If you are applying for someone else, click "Someone Else" and then "Start Application."
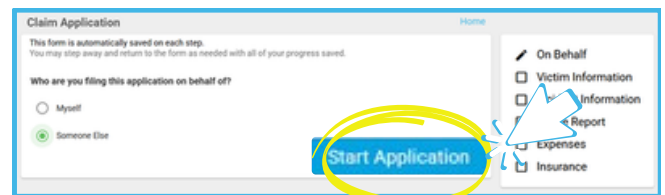
Creating a New Claim Application

Applying for Someone Else: Victim's Information

Enter the victim's name and click "Next."

Enter the victim's date of birth. If the victim is not deceased, choose "no" from the drop-down. If they are deceased, choose "yes" and give the date of death when prompted. Then click "Next."

Enter the victim's Social Security Number, or choose "the victim does not have a social security no." Then click "Next."

Enter the victim's address, then click "Next."

Creating a New Claim Application

Applying for Someone Else: Victim's Information

Answer the questions asked about the victim, and then click "Finish."

- Please note: Only one claim application may be submitted for each incident, per victim.
- Multiple expenses can be submitted for the same claim application, and expenses can be added after applications are submitted.

Applying for Someone Else: Claimant Information

As the claimant, enter your name, then click "Next."

As the claimant, enter your date of birth, then click "Next."

As the claimant, enter your social security number, then click "Next."
- Choose "I do not have a Social Security Number" if you do not have one.

Creating a New Claim Application

Applying for Someone Else: Claimant Information

As the claimant, enter your relationship with the victim, then click "Next."

As the claimant, enter your full mailing address, then click "Next."

As the claimant, enter the questions asked about you, then click "Finish."

The rest of the application is the same for victims and claimants who are not the victims.

Return to pages 10-14 and follow the "Applying for Myself" directions for Incident Information, Police Report Information, Expenses, Insurance, Submitting, and Adding Documents.

Creating A New Claim in WebFile, *Continued*

Tips for Uploading Documents

- All supporting documents should be uploaded as PDFs. PNGs and JPGs cannot be accepted as supporting documentation.
- All bills should be uploaded as separate entries.
- EOB statements should be uploaded separately.
- All prescriptions should be uploaded separately if from a different pharmacy or a different date 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 info@virginiavictimsfund.org should you have any troubles while working with WebFile.