



## The Victims Compensation Assistance Program Claim Process

The Commonwealth's Victims Compensation Assistance Program (VCAP) is committed to helping victims and their families ease the financial burden crime imposes upon them. VCAP receives an average of 12,000 claims per year from across the state. Victims of crime, and their families, will always be treated with dignity, compassion and respect when being assisted through the victim's compensation claim process.

### **Brief overview of the claim process:**

- New claim is received and entered into the VCAP case management system, called DAVE.
- Claim is assigned to a claim specialist, who reviews it for eligibility and determines what documentation is needed.
- An acknowledgement letter with checklist are sent to the claimant.
  - Acknowledgement letter provides name and phone extension of the assigned claim specialist, claim number and pin number, which can be used to check claim status online in DAVE.
  - If additional information is needed from the claimant, a checklist will be attached.
- VCAP will obtain a police report, and will send verification forms to medical providers, employers, funeral homes, etc. depending on expenses being requested to be paid.
  - It may take several attempts for VCAP to obtain the required documentation. VCAP will make a second attempt to obtain the documentation 30 days after the first request. If VCAP does not receive requested information, it will make the claim inactive until the documentation is received.
- Claim is reviewed for payment when required information is received.
  - VCAP may need to request additional information based on documentation received.
- Expenses where documentation is still needed will be considered on separate payment decisions as the documentation is received.
- If payment is owed to the provider, VCAP will send payment directly to the provider. Payments owed to the provider are released from the PA Department of Treasury within 2-4 weeks of being approved.
- If payment has been made by the victim/claimant, payment will be sent to the victim/claimant. Payments owed to the victim/claimant that total \$5,000.00 or less are released within 2 business days of being approved. Any remaining portion above \$5,000.00 is released from the PA Department of Treasury within 2-4 weeks of being approved.
- All required documentation must be received before any payments can be processed. The quicker VCAP receives the requested information, the sooner any payments can be made by VCAP.
- Processing times vary from claim to claim. There are several factors that can have an impact on how long it will take for a claim to be processed such as complexity, when required documents are received or when additional review is needed. We strive to work as quickly as possible.

### **If you have any questions regarding eligibility or additional services, please contact VCAP.**

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