OREGON DEPARTMENT OF JUSTICE Crime Victim and Survivor Services

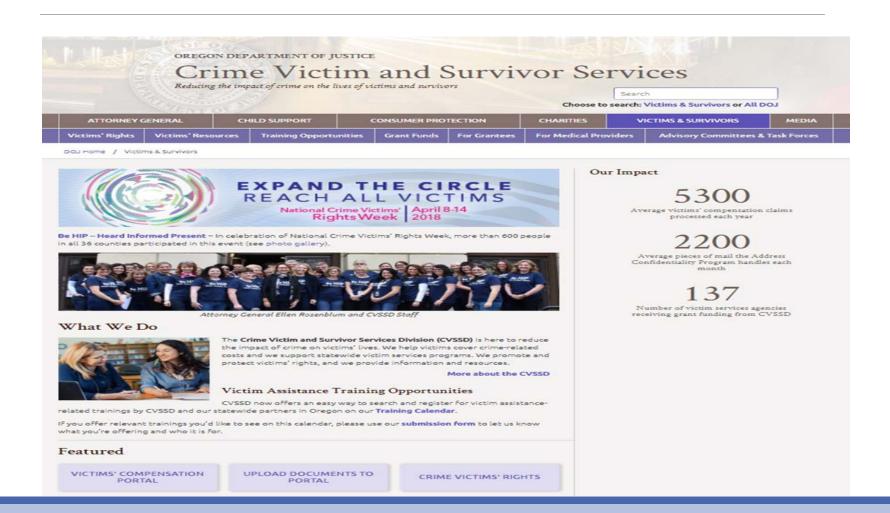
Reducing the impact of crime on the lives of victims and survivors

CRIME VICTIMS' COMPENSATION PORTAL TRAINING

Presented by: Cecilia Lucero

Client Portal – Let's get Started

https://www.doj.state.or.us/crime-victims/





Please register if you haven't done so already

Click Register when you're done

Click on Register

denotes required field		
* Role	Advocate	*
* Email		
* First Name		
* Last Name		
Phone		
Extension		
* Organization	Select Organization	T
* County	Select County	,
* Password		
	Passwords must be at least 14 characters, with at least one lowercase and at least one uppercase. Advice on how to create a strong password (and remember it)	
* Confirm password		

Advocates, CAC's, and Providers you will need to wait for CVCP to grant you access. Because of the access you are given we will want to verify who you are.

*Victims/Applicants will have access immediately if they are applying for the first time



Advocates, CAC's and Providers you can do the following:



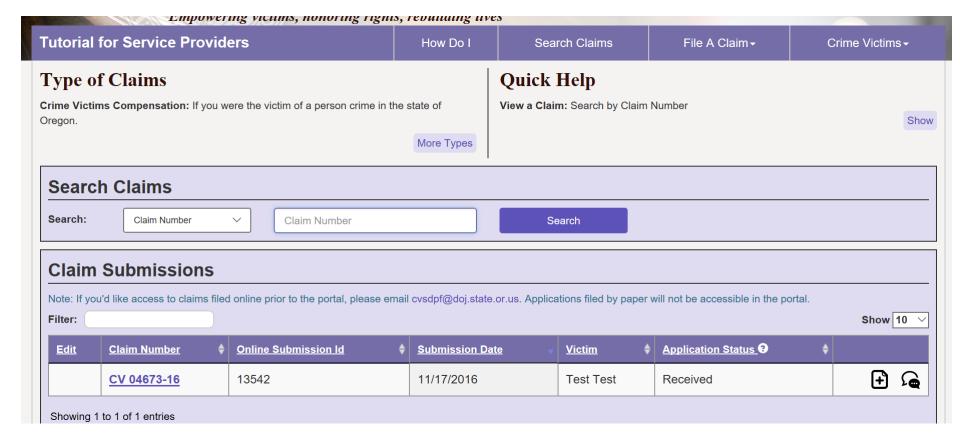
- ➤ Submit applications
- > Search for claims
- See claim status and payment information
- ➤ Upload police reports, bills and chart notes, Etc.
- E-mail the claims assistant
- ➤ View insurance information
- ► Print and submit forms

Victim/Applicants
have only access to
the application they
submitted

- ➤ Submit application
- Look at their claim (no searching capability)
- See claim status and payment information
- ➤ Upload documentation
- E-mail claims assistant
- ➤ View insurance information
- ➤ Update contact information
- ► Print and submit forms



Once You Log In

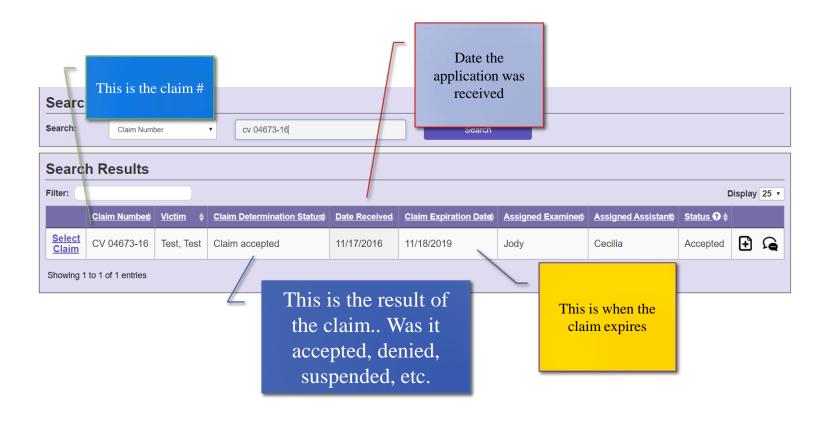


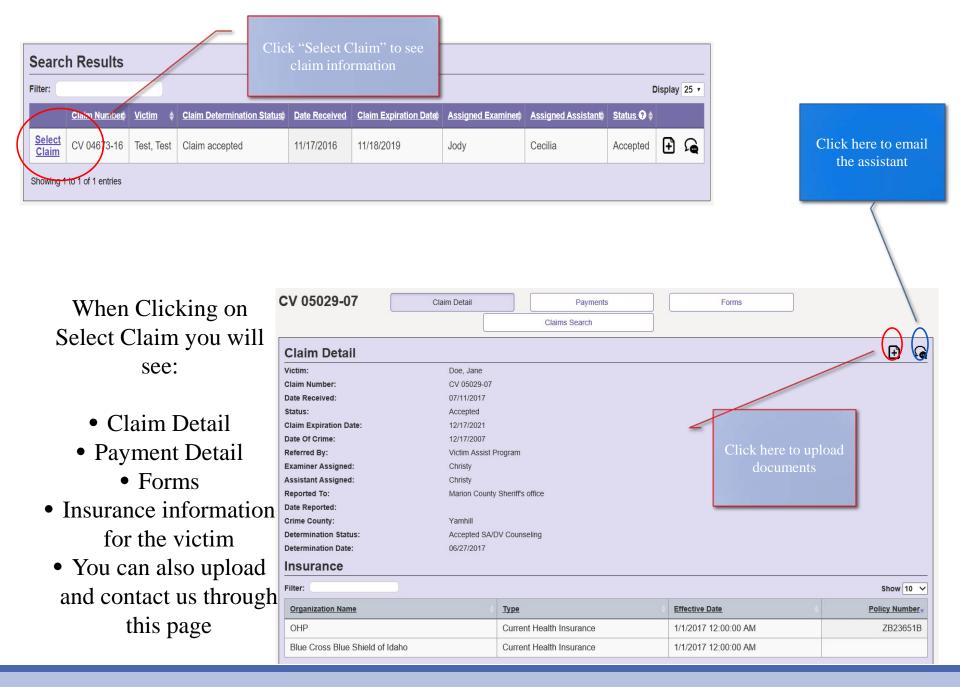
Searching For Claims



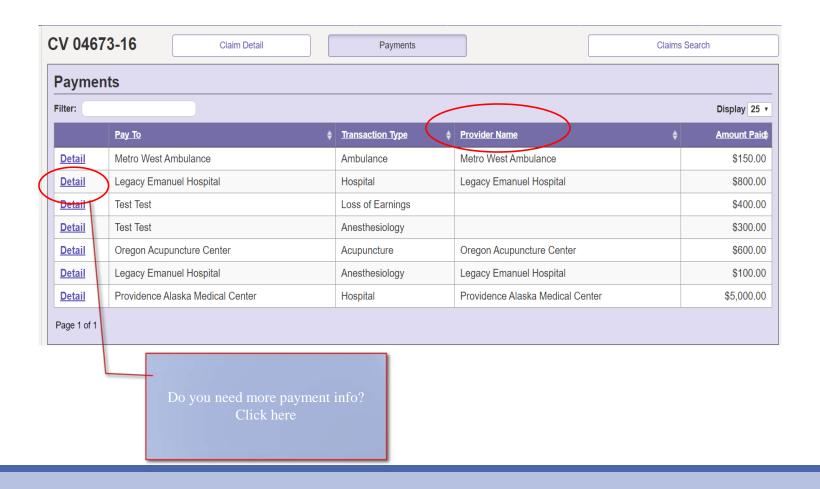
- You are limited to seeing claims that the crime happened in your county
- You must have the claim number (CV 00000-00)
- If you do not have the claim # please call 503-378-5348 or email cvssdportal@doj.state.or.us

Once you search for a claim you will see the following claim information...





Click on the payment tab and you will see all the payments we have made



Payment Detail

- Paid by prior amount insurance paid.
- Fee schedule If victim doesn't have insurance CVC uses the Workers Comp fee schedule.
- Other deduction –
 examples are restitution
 received by the victim &
 out of pocket payments
 made to the victim.

Payment Detail

Pay To: Legacy Emanuel Hospital

Date Service Started: 05/19/2017

Date Service Ended: 05/19/2017

Provider Name:

Transaction Type:

Account Number:

Date Bill Received:

Amount Billed:

\$900.00

Paid By Prior: (\$600.00)
Fee Schedule: (\$0.00)
Other Deductible: (\$100.00)

Amount Of Payment: \$200.00

Authorized By: Christy Simon

Date Authored By: 05/11/2018

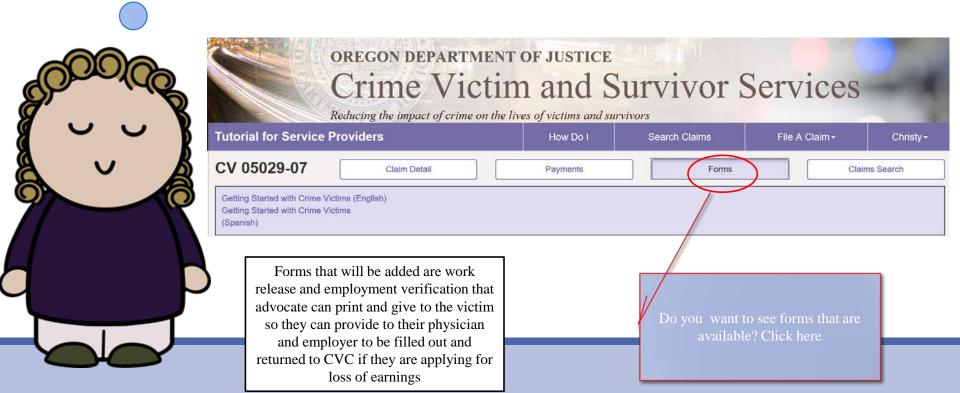
Check Comments: *other deduction is patient responsibility.

Check Request Verbiage: Restitution received by victim



X

When you click on the forms button you will see all of the forms available



Uploading right after submission

Types of files you can upload

- Word
- Picture
- PDF

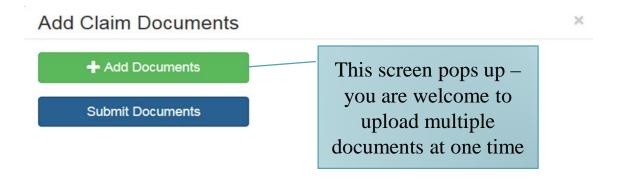
Claims Management

How Do I Search Claims

File A Caim
Cecilia

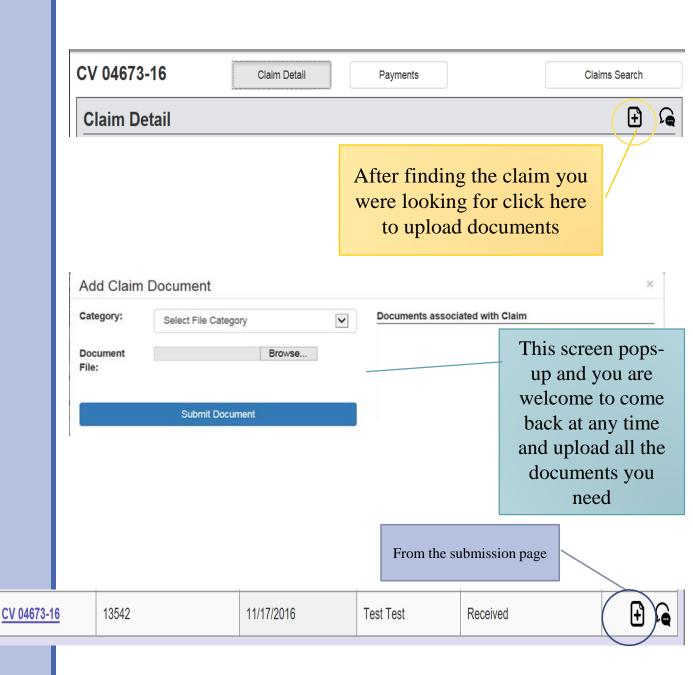
Your Online Web Claim Submission has been submitted. Your Online Submission Id is 15278. To upload reports click here. If documents are not uploaded during submission, please allow 3-5 days to access claim.

Click here to



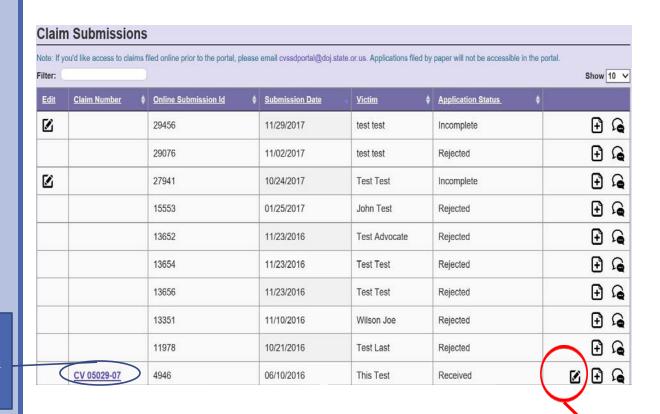
Uploading from:

claim detail under submissions



What do Victims/ Applicants See

Victim can click on claim # to see claim detail





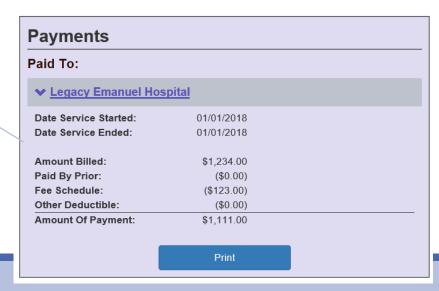
Victim can click here to update their contact information

Status of Application



Received: The application was submitted and imported by CVCP. The claim # was given.

Payment Info seen by Victims



Submitting an application

Here are your application options...

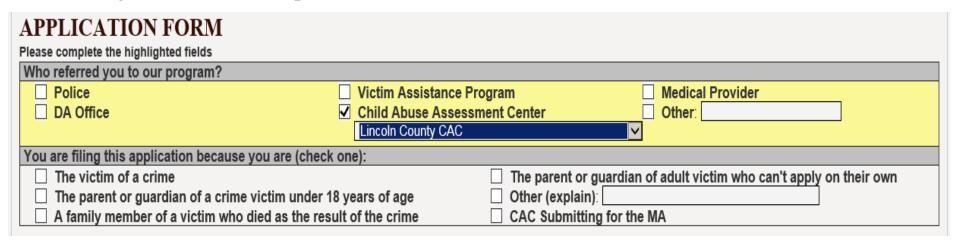
- Crime Victims Compensation application is the most common application and is for a victim of a person crime.
- Untested Forensic Kit is for victims who were just notified that their kits have not been tested.
 - Post-Conviction Program is for victims going through the post-conviction court system
- Address Confidentiality Program You must be a certified application assistant to use this application



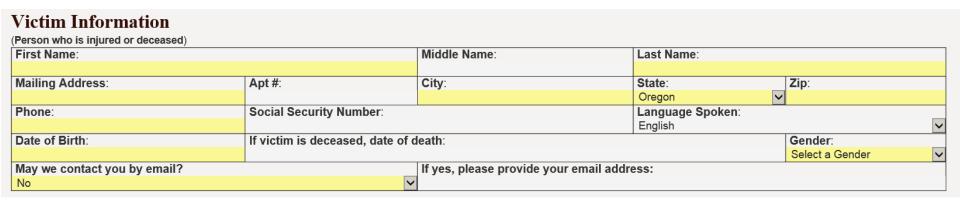
Who Can Apply for CVC

Anyone who was a victim of a violent person to person crime that occurred in Oregon can apply for Crime Victims.

- CAC's and Advocates can assist with the application process
- Hi-lighted fields are required.

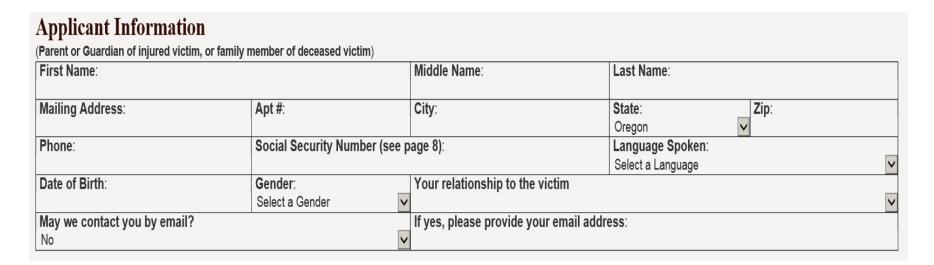


Victim Information



- Victims 14 years or older can apply for themselves
- Under the age of 14 require a guardian as applicant

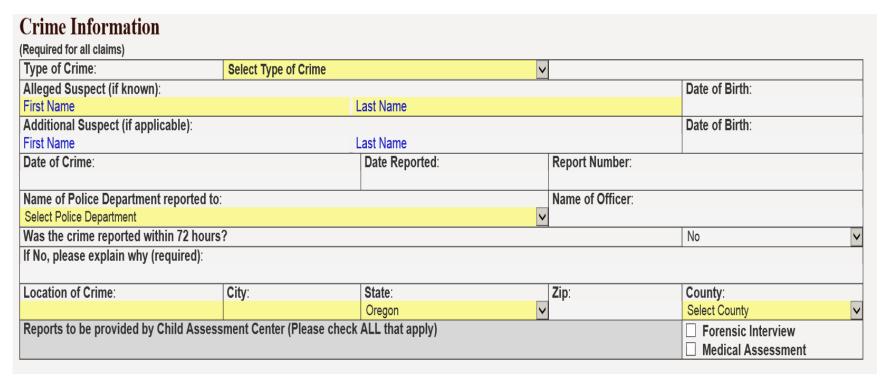
Applicant Information



Who can be the Applicant

• Parent, Guardian, DHS. Applicant must be legally responsible for the victim.

Crime Information



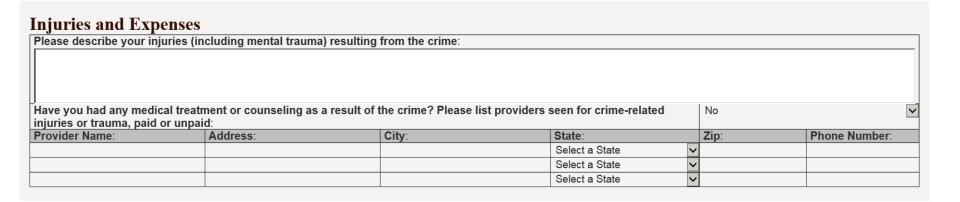
- Please make sure to select the correct Police Department. CVC will request the report from the police agency listed. If advocate can help obtain the report the claim will be prepared more quickly.
 - Crime date is important if available

Loss of Earning / Loss of Support

How can we help you	1?				
Check all that apply					
■ Medical	☐ Counseling	☐ Loss of Ea	rnings		
☐ Dental	☐ Physical Rehabilitation	☐ Transporta	ition		
(For homicide claims only):	☐ Funeral	Loss of Su	pport		
	☐ Survivor Counseling				
	gs or Loss of Support, please complete the following:				
Name of Victim's Employer:	Address:		Phone:	Returned to work?	
				No 🗸	
Name of Victim's Doctor:	Address:		Phone:	Date returned to	
				work:	
Do you have any of the following to help with Loss of Earnings or Support?:					
☐ Sick Pay or Disability through employer					
■ Workers' Compensation	1	☐ Social Security			

- •Loss of earnings is for direct victims only and victim must be employed at time of crime
 - ■Please note that we cannot pay for wage loss by parents.
- ■Victim's employer is required.
- Name of Victims doctor is required if missed more than 2 weeks of work. CVC will rush a claim when victim has missed more than 2 weeks of work as long as a police report is received.

Providers



Injuries and expense section can be used to give any details to CVC

If Victim has seen a medical provider please list them

If Victim will be seeking crime related medical care they can give their provider CVC information for billing.

Prior Resource

Insurance Information (required for all claims)		
Please check ALL that apply to the victim a attach a copy of your insurance card. (use		st insurance company and other resource information below, and
Private Health Insurance	Medicare	☐ Dental
Oregon Health Plan	☐ Workers' Compensation	Auto Insurance
		None
Insurance Company Name:		
Have you received or expect to receive any	payment as a result of this crime?	No V
If yes, Source	Amount	

- Health insurance and Oregon Health Plan
- Auto insurance
- Restitution
- Civil settlements
- ☐ If services are denied "not eligible or not covered" by primary insurance then the EOB with denial codes must be submitted to CVC for consideration of payment.
- ☐ If full billed amount went to deductible and no adjustment by insurance then CVC will apply Workers Compensation Fee Schedule.

Optional Contact

Optional Contact Person		
(Person we can talk to about your claim)		
First Name:	Middle Name:	Last Name:
Contact person's phone:	Contact person's relationship to the victim:	Language Spoken:

- List any person who victim gives permission to speak to CVC about their claim.
- If mom is applying & dad has permission to discuss the claim please add dad as an optional contact.

Additional Counseling

Additional Counseling						
Did anyone besides the victim receive or will be requesting counseling because of the crime? (Homicide Survivor					No	~
Counseling, Ch	Counseling, Child witness to domestic violence, family member of child victim of sex abuse).					
Name of Family Member: Date of Birth: Relationship		Relationship to Victim:		Insurance Carrier:		
First Name	Last Name			>		
First Name	Last Name			~		
First Name	Last Name			~		

- Immediate family members of Child Sexual Abuse Victims (parents/guardian, siblings)
- Survivor of homicide victims
- Child Witness to DV
- If family member has health insurance please add the name of the insurance

Civil Attorney and Funeral

Civil Attorney Inform	ation							
Have you hired an attorney reg	arding a civil suit involving	this crime?				No		~
Attorney Name:						Telephone:		
First Name		Last Name						
Address:	City:		State:			Zip:		
			Select a State		~			
For Homicide Claims Please list all out-of-pocket and Provider of Funeral Services:		City:	State:		Zip:		Phone:	
			Select a State	~				
			Select a State	~				
At the time of death, was the vi	ctim financially supporting	any dependents?					No	~
Name of Dependent:		Date of Birth:	Address:				Relationship to Victir	m:
First Name	Last Name							~
First Name	Last Name							~

- •CVC will send subrogation notice to the civil attorney. CVC will wait for response from civil attorney before paying any bills.
- •List funeral home where expenses were obtained and CVC will request the information. If applicant paid out of pocket expenses for the funeral, please list.

Advocate Section

Advocate Contact Information (Person who is assisting victim with application) County:					
			Yamhill	٧	
Advocate name:		Advocate e-mail:	Advocate phone#:		
Christy	Simon	christy.a.simon@doj.state.or.us			

This information auto populates if the advocate helps the victim apply for CVC. Advocate is imported into the claim.

Signature authorizes medical records to be released to CVCP.

Signing CVCP application=victim agrees to pay back the program if crime related money is received.

Information Release

The Crime Victims' Compensation Program (CVCP) must investigate all applications. This authorization will be used to gather information from law enforcement, your employer (s), insurance companies, financial institutions, medical facilities, and other sources in order to determine and manage your claim. CVCP will disclose information about your claim only when required by law to do so.

MEDICAL AND OTHER RELEASE:

BY SIGNING THIS APPLICATION I HEREBY CONSENT TO RELEASE RECORDS between CVCP and any hospitals, physicians, counselors, medical facilities and services, any insurer including social security and disability benefits, any employers, and any social services or governmental agencies including Employment Department, Adult and Family Services Division, State Office for Services to Children and Families, Worker's Compensation Division, State Court Administrator or any other authorized person or law enforcement agency for purposes relating to my CVCP application.

I ALSO HEREBY CONSENT TO RELEASE TO CVCP any document(s) related to disability information or income from other sources and/or my medical records even if it contains information about drugs, alcohol, mental health, or HIV testing.

I EXPRESSLY AND VOLUNTARILY AUTHORIZE DISCLOSURE of my records for the purpose stated above. I further understand that I am not giving permission for any disclosure other than that described above. I understand that I may revoke this authorization at any time, except to the extent action has been taken on this authorization.

My Promise to the Program

BY SIGNING THIS APPLICATION I HEREBY AGREE to immediately inform the CVCP when any crime-related recovery is expected or received. I further agree to pay back the CVCP from those recoveries a sum that is equal to the amount of the total CVCP award. I acknowledge and agree that the sources of recovery this subrogation agreement will pertain to include, but are not limited to, the following types of recovery sources: court-imposed restitution, civil judgments against the offender or other liable/obligated third parties, any insurance settlements, or settlements/benefits from any other governmental or private agency. I further agree to refund to CVCP all sums of money paid by CVCP pursuant to this claim, if the claim is at any time determined to be in error, false or fraudulent.

BY SIGNING THIS APPLICATION I UNDERSTAND THAT UNDER PENALTIES OF UNSWORN FALSIFICATION, I declare that the information in this application is true and accurate. I, or we, authorize the Crime Victims' Compensation Program of the Department of Justice to verify any information on this application.

	By checking this box and typing my name below I am electronically signing my application. I understand that my electronic signature has the same legal effect and can be enforced					
same way as my handwritten signature.						
	Signature of Victim/Applicant:	Date:				
	Signature of 14-17 year old:	Date:				

SUBMIT

Click Submit when the application is complete

Submit

If you skipped any required fields they will be marked in PINK and you will need to fix them and click submit again



Questions?

Thank you for attending our presentation!

Contact: Christy Simon, Compensation Support Staff Manager

Cecilia Lucero, Claims Assistant

Phone: (503) 378-5348

Email: <u>christy.a.simon@doj.state.or.us</u>

cecilia.v.lucero@doj.state.or.us