



## **OVS Case Manager Information Training Webinar – 12.11.2018**

### **Question & Answer**

#### **Can undocumented persons apply for compensation if they are victims of DV?**

Yes, undocumented crime victims can apply to OVS for compensation.

#### **Does this include copays for any of the medical expenses incurred?**

Yes, OVS can reimburse claimants for co-pays for medical services that are causally related to the crime and medically necessary.

#### **What if client cannot afford to lay out the money for DME?**

The claimant would need to provide the documentation to prove medical necessity and causal relationship for this equipment. If claimant has health insurance, an EOB will need to be submitted along with the bill.

#### **Can you provide some case examples of how you work with ACCES-VR; elaborate on the degree to which you assist/help coordinate throughout the application/eligibility process?**

ACCESS-VR is a NYS agency; OVS would coordinate with the agency if needed. The claimant would need to follow ACCESS-VR guidelines. Eligibility with ACCESS-VR is not determined by OVS.

#### **Can children who were severely injured in a car crash be compensated if their parents were undocumented, but the parents died in the crash? What documents must be submitted for this type of claim?**

Immigration status does not affect a victim's eligibility with OVS. Please keep in mind that minor victims / witnesses are not able to file a claim for themselves, a biological parent / legal guardian

/ DSS must file on their behalf. The minor's birth certificate listing the claimant as the parent or proof of guardianship must be submitted for all claims involving a minor victim. Also, OVS must determine if the incident is considered to be a crime by law enforcement.

**How quick will clients get compensated?**

As every crime is unique, OVS cannot give an exact timeframe on how long it will take to render a decision on a claim. However, many claims take between 30-90 days to render a decision. Once an award decision has been rendered, OVS can begin reviewing bills for payment. Once OVS has approved a bill for payment, the NYS Comptroller's Office usually process the payments within a few days.

**Do you cover pet boarding if client needs to move?**

OVS does not cover any expenses related to pets at this time.

**In DV situations, does the police report have to specifically stated what was damaged or destroyed to receive compensation?**

If the police report does not list an item as being damaged / lost / stolen due to the crime the claimant must complete and submit the Essential Personal Property Verification Form to OVS. This form verifies that an item was in fact damaged / lost / stolen due to the crime

**Do we need a VAP authorization form signed before we refer for Case Management?**

The authorization page must only be completed if the case manager is not already listed as an authorized representative on the OVS claim.

**Are bills included in the initial application online ie: uploaded into the portal or should OVS be notified through phone call?**

When bills have been uploaded to the portal you do not need to notify OVS via phone; the bills will be addressed by the appropriate unit.