

Meeting Questions and Answers:

Subject: Victim Service Portal Training - June 24

Start Time: 6/24/2015, 10:00:00 AM GMT-4:0

Mayra Asked:

Tara Lambert **Asked:** Once a claim has been submitted via the portal is there a way to view it in it's totality?

Elizabeth **Asked:** I can't hear anything

Melissa Place **Asked:** Will this presentation audio and these slides be available after this presentation is over?

Elizabeth **Asked:** I can't hear anything

Al Kolar **Answered Privately:** Can you hear now? we are broadcasting ok right now--using PC audio? phone?

Melissa Place **Asked:** Will this presentation audio and these slides be available after this presentation is over?

Al Kolar **Answered:** Yes, it will. It will be posted on the OVS website.

Tara Lambert **Asked:** Once a claim has been submitted via the portal is there a way to view it in it's totality?

Al Kolar **Answered:** No. Once the claim is submitted to OVS, it cannot be viewed through the Portal.

Tara Lambert **Asked:** How can we print a completed claim application once it is completed so that we have it for our records, and to refer to if needed?

Natasha Morales **Asked:** Would you be able to see all the applications you did for that day, month or week. Or can you only see or review only incomplete applications?

Andrea Scott **Asked:** It has been said by those using the portal already that police DIR's are too big to upload and still need to be mailed. Is it possible to increase the upload size?

Melissa Place **Asked:** Do you have to submit an application before you can upload any documents? Because the sample screen showed a claim number, which you do not receive until you submit an application.

Ken Rulison **Asked:** Can VAP's who did not generate a claim submit documents to an existing claim?

Natasha Morales **Changes Question To:** Would you be able to see all the applications you did for that day, month or week. Or can you only see or review only incomplete applications?

Natasha Morales **Asked:**

Jennifer Warner **Asked:** Can you explain where the exemption to personal injury claim is?

Jennifer Warner **Changes Question To:** Can you explain where the exemption to personal injury claim is?

Jennifer Warner **Changes Question To:** Can you explain where the exemption to personal injury claim is? I have never seen this on the application before.

Jennifer Warner **Asked:**

danny salim **Asked:** do you mind sending the email that we can use to ask questions or concerns ?

Al Kolar dismissed the question.

AVP **Asked:** If we have a client whose preferred name is different from their legal/given name where should we indicate that so that the advocate can refer to them with the name they prefer.

heidi ross, lcsw **Asked:** i tried to do an online application for the patient but i couldnt figure out how to complete it because it kept prompting me to fill out my information as claimant - is there a section where i can indicate that I am the VAP and not the signatory? i had trouble finding this

AVP **Asked:**

Al Kolar dismissed the question.

Maria **Asked:** because we have different sites, i heard you saying that we cannot view what we have uploaded. So if one of our staff in another site uploads I cannot see what they have uploaded?

Melissa Place **Asked:**

Natasha Morales **Asked:** Once we submit the email for the emergency claim who should we follow up with if

we should need to speak with someone.

Trina Nurse **Asked:** There has been several applications that I have submitted and once I try to find it its not found. When I call OVS they inform me they find it. Is there any way to search the file just by the claim#?

Kim dismissed the question.

Andrea Scott **Asked:** Just so you are aware, the documents are uploaded on the computer and then when they are trying to upload them on the portal it is the portal that is saying the document is too large (for dirs)

Kim dismissed the question.

Kim dismissed the question.

Maria **Changes Question To:** because we have different sites, i heard you saying that we cannot view what we have uploaded. So if one of our advocates in another site uploads I cannot view what they have uploaded?

Janet Wise-Thomas **Asked:** Must you submit the actual police report as oppose to just listingr the complaint# before you submit a Claim application.?

Melissa Place **Asked:** If a victim does not have a SS #, are we still inputting all zeros?

Melissa Place **Changes Question To:** If a victim does not have a SS #, are we still inputting all zeros?

Al Kolar dismissed the question.

Al Kolar dismissed the question.

AVP Asked: What if the survivor/victim is not sure if they have submitted a claim with another VAP? Would the basic search get that info or advanced search?

AVP Asked:

Al Kolar dismissed the question.

Andrea Scott **Changes Question To:** Just so you are aware, the documents are uploaded on the computer and then when they are trying to upload them on the portal it is the portal that is saying the document is too large (for dirs)

Andrea Scott **Changes Question To:** Just so you are aware, the documents are uploaded on the computer and then when they are trying to upload them on the portal it is the portal that is saying the document is too large (for dirs)

Al Kolar dismissed the question.

Joy-Hee Lee **Asked:** Is OVS VAP ID # automatically filed with online claim application?

Joy-Hee Lee **Changes Question To:** Is OVS VAP ID # automatically filed with online claim application?

Al Kolar dismissed the question.

Andrea Scott **Asked:** My name and email and info was sent to OVS so I can access the portal but I have not received any log-in information. It also was not in my junk mail. Who did you say to call, the program monitor?

Al Kolar dismissed the question.

Penny Stevens **Asked:** How long does a victim have to file a claim?

Al Kolar dismissed the question.

Al Kolar dismissed the question.

Penny Stevens **Changes Question To:** How long does a victim have to file a claim?

Al Kolar dismissed the question.

AVP **Asked:** Can you switch the application to be in different languages?

AVP **Asked:**

Al Kolar dismissed the question.

Al Kolar dismissed the question.

Al Kolar dismissed the question.

AVP **Asked:** is there still an option to explain why the victim may not have reported to the police within 7 days?

AVP **Asked:**

Kimberly Velez **Asked:** Where on the ny.gov website can I access the VSP?

marybeth ross **Asked:** Does the application time out after so long while filling out? i.e. 30 min, an hour?

Melissa Place **Asked:** Where on the OVS Website will the slides and audio for this presentation be posted?

Janet Wise-Thomas **Asked:** How do you submit a paper application in another language?

Pamela Ashford **Asked:** is there a way in the future - where ipads can be used for clients to enter their information when one meet with them.

Joy-Hee Lee **Asked:** Does HIPPA form need to be signed by the victim when victim does not want to claim the medical bill?

Candice Overton **Asked:** What is the date for the advanced OVS training?

Al Kolar dismissed the question.

Candice Overton **Asked:**

Al Kolar dismissed the question.

Pamela Ashford **Asked:**

Al Kolar dismissed the question.

Al Kolar dismissed the question.

Al Kolar dismissed the question.

Candice Overton **Asked:**

Candice Overton **Asked:**

Candice Overton **Asked:**

Al Kolar dismissed the question.

Juliet Knapp-vega **Asked:** I can no longer hear you is the presentation still going on?

Betty Dudas **Asked:**

Al Kolar dismissed the question.

Juliet Knapp-vega **Asked:** Has the presentation ended, or did we just lose audio?

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