



Office of Victim Services

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UPDATED Tips for Advocates Using the VSP

4/6/2015 8/7/2015	If you are uploading a document to an existing claim and the claim is in <u>Closed</u> status, please send an email to ovsintake@ovs.ny.gov to let them know. The Claims Intake Unit will then ensure that appropriate OVS staff are alerted to the existence of the new document. A recent enhancement to our system now automatically notifies the Claims Intake Unit when a new document is uploaded, even on an existing, closed claim
4/6/2015	If you are having trouble finding an existing claim by using the “Advanced Search” option, please contact your Program Monitor for assistance.
4/7/2015	Please enter complete USPS mailing addresses including “Street” or “St.,” “Road” or “Rd.,” etc. for claims entered through the Portal. The OVS requires accurate claimant mailing addresses not only for correspondence from this agency but in the event that the claimant will ultimately be sent a check.
4/17/2015	When completing the application when your claimant is not the victim (i.e.: the victim is a child and the mother will be the claimant), be sure and answer “No” to the question: “Are you the victim?” at the end of the victim section. If you answer “Yes” to this question, the system will skip over the Claimant section.
4/17/2015 8/7/2015	If you inadvertently hit the space bar after entering a name, that will store the extra space as part of the name. If you type “Smith “, you will never find that claim on your VSP search by typing “Smith”. It will not find the claim. Please be careful not to add extra spaces to names when entering. If you do have trouble accessing the claim, email ovsintake@ovs.ny.gov. They will be able to review the claim and determine what the issue might be.
4/17/2015 7/13/2015 8/7/2015	If you are entering a claim that will fall under SARA (Sexual Assault Reform Act) for which the medical report has a diagnosis code of sexual assault and will serve as the crime report, select “ FRE/SARA ” from the Police Agency dropdown list in the crime section. Hospitals and medical providers will not be available in this list. Note that if the incident has been reported to a police agency, this report supersedes the FRE and we will require the incident number.
4/22/2015	<u>Claim Type Entry</u> In order for OVS to properly route a claim submitted through the VSP, please be sure you select the correct claim type.

Tell us about the crime.

* The victim due to this crime
* The victim with

“lost essential personal property” (EPP) should be selected for victims under the age of 18, aged 60 or older, or disabled, who have not suffered a physical injury and who do not meet any of the other exceptions to the physical injury requirement under the law. If a victim was injured as the result of a crime or meets an exception to the physical injury requirement, you should always select “was injured” even if the victim is only asking for the reimbursement for items of essential personal property at this time.

4/22/2015

When entering multiple expenses for loss of essential personal property, please make sure you list the items separately. If listed all together, OVS may miss something.

Describe what was lost/damaged:	Cost:
1 <input type="text" value="cash, wallet, purse"/>	\$ <input type="text" value="99.00"/>

[+ Add another lost/damaged property](#)

Use the “Add another Lost/damaged property” button to add another row:

Describe what was lost/damaged:	Cost:	
1 <input type="text" value="Cash"/>	\$ <input type="text" value="45.0"/>	
2 <input type="text" value="Wallet"/>	\$ <input type="text" value="20.0"/>	✖ Remove
3 <input type="text" value="Purse"/>	\$ <input type="text" value="34.0"/>	✖ Remove

[+ Add another lost/damaged property](#)

4/24/2015

The new fax number for Claims Intake is: **(518) 402-0921**. Please use this fax number for sending items for claims that you have entered through the Portal.

5/15/2015

Claims that are received through the VSP will have a status of “Initial” until the signed Acknowledgement is received. If the acknowledgement is not received within 45 days, the claim will be administratively rejected and you will receive a letter reminding you that we need the Acknowledgement to proceed.

5/15/2015

When doing searches in the VSP, the Last name (and First for Advanced Search) must match exactly what is in the OVS database. It is possible that the name was data entered with a space after the last character. We have found many instances where the person typing must have hit the space bar before hitting the tab key to advance to the next field. If you are having trouble finding a claim that you are sure OVS has, try adding a space when doing a search. I.e. “Smith “ (with space) instead of “Smith” (no space).

