Mission Statement

It is the mission of the Office of Victim Services to:

• Provide compensation to innocent victims of crime in a timely, efficient and compassionate manner;

• Fund direct services to crime victims via a network of community-based programs; and

• Advocate for the rights and benefits of all innocent victims of crime.
VICTIM SERVICE PORTAL (VSP)

The Portal will allow Users to:

• Apply for compensation with OVS using a web browser;
• Search for an existing claim filed with OVS; and
• Upload documents for a claim to OVS.
Web Browsers recommended for accessing the VSP include the latest version of:

- Google Chrome
- Mozilla Firefox
- Internet Explorer 8 or higher
Access to the VSP

- Each User must request access from OVS. (See Advisory Bulletin 2015 - #4)
- OVS will verify credentials and enter the User into our Claims Assistant (CA) system.
- Once added to CA, Users will receive an email with a link to access the VSP from NY.gov.
Logging into the VSP

• First time Users will receive an email from NY.gov with a link for the initial login.
• Users must follow the link in the email to complete registration.
• After registration is complete, Users may access the VSP at https://vsp.ovs.ny.gov/
Logging into the VSP

NY.gov ID

Sign In

Forget your Username or Password?

NY.gov ID - Terms of Service

Don't have an Account?

See online services for NY.gov ID

See what sites you can access with an NY.gov ID account

I want to access New York State online services with an NY.gov ID account
Logging into the VSP

• If you have forgotten your username or password, just follow the links under the Sign-in button at the NY.gov login page for assistance.
Navigating the VSP

• The training manual provides instructions to assist Users in navigating the VSP. You may want to consider reviewing the entire manual prior to using the VSP.

• The training manual has a Table of Application Sections to align the VSP Application Section with the corresponding Paper Application Section.

• Please note that not all sections of the application are available depending on the claim type you choose and/or if you are the victim filing a claim.
Navigating the VSP

- You will be able to navigate between different sections of the VSP application by clicking on the menu on the left side of the screen.
- Navigating using the menu will save the entries you have made in the current section before moving to the selected option.
- You may notice the Exit Site button on the upper right side of each page. Clicking on this box will redirect the User to the Google homepage as a safety measure.
Navigating the VSP

• If there is a system issue while navigating any section, you may receive a “Sorry for the inconvenience!” message with a “Take Me Home” button. Click the “Take Me Home” button to return to the VSP homepage.
Navigating the VSP

Sorry for the inconvenience!

Either the page you requested doesn't exist anymore or a system error is keeping things from rolling along.

Please try again later.

Take Me Home
VSP Confidentiality Statement

• Login brings you to the OVS Confidentiality Statement.
• Read the confidentiality statement carefully.
• If you understand the statement, click “I understand” and you will go to the VSP home page.
• If you do not understand or do not agree with the statement, click cancel and you will go to the OVS home page.
VSP Confidentiality Statement

Confidentiality Statement

I understand that all the information requested and collected by OVS is confidential except under the following situations:

- Requests for information based upon a legitimate criminal purposes. (That is a request from a police agency, district attorney, etc.)
- Judicial subpoenas. (That is a command for information signed by a judge.)
- Requests for information by the victim or claimant or his or her authorized representative.
- For purpose necessary and proper for OVS to process the claim.

I Understand  Cancel
Welcome to the Victim Services Portal. This site provides the ability to:

- Electronically complete and submit an application to the NYS Office of Victim Services for compensation benefits.
  - Click the "Apply for Compensation" tab to complete a new claim application.
  - Click the "Edit Application" button in the partial applications list to continue with a partially completed application.

- Check claim status and/or upload supporting documentation for a claim submitted to the NYS Office of Victim Services.
  - Click the "Search for a Claim" tab to find the status of a claim or upload documents to an existing claim.

In order to be eligible for compensation from the NYS Office of Victim Services, the crime must have occurred in New York State.

All states have a victim compensation program similar to ours. Please visit the homepage for the state in which your crime occurred to find information about their crime victim compensation program.

* If you are a New York State resident and the victim of a terrorist act outside the United States, you may be eligible for compensation from the NYS Office of Victim Services. Please see the Claim Application and Instructions for information on completing and mailing in a paper claim form.

**Partial claim applications**

<table>
<thead>
<tr>
<th>Claimant Name</th>
<th>Victim Name</th>
<th>Crime Date</th>
<th>Last Modified By</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1234 Test</td>
<td>VSP.Test2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Victim1 Test2</td>
<td>VSP.Test2</td>
<td></td>
</tr>
</tbody>
</table>

You have 2 partially saved applications.
VSP Homepage

The banner at the top of the page will assist you in completing several actions:

• Apply for Compensation;
• Search for a Claim; and
• Logout to Exit Site.
Completing the On-Line Application
 ONLINE APPLICATION FOR COMPENSATION

Tell us about the victim.

* Last Name: [Field]

* First Name: [Field]

MI: [Field]

* Date of Birth: [Field]

* Social Security Number: [Field]

Check here if the victim does not have a SSN

* Race/Ethnicity: [Select]

* Marital Status: [Select]

* Gender: [Select]

Mailing Address

* Street 1: [Field]

Apt # or (P.O. Box): [Field]

* City: [Field]

* Country: [Select]

* State: [Select]

* County: [Select]

* Zip Code: [Field]

Was the victim disabled at the time of the crime?

How did you first hear about the Office of Victim Services?

Are you the victim?

[Radio buttons: Yes No]

Next

Clicking Next will save your current progress

Have you completed the application?

[Radio buttons: Yes No]
The Application

• All information requested must be provided. You will find it much easier if you answer ALL the questions asked in the on-line version in order to avoid any missed questions.
• TIP: When completing the address section, if the primary mailing address is a P.O. Box, you should insert it in Street 1 and not in the PO Box address section.
• All sections of the application will have a “Submit Application” or “Delete Application” button at the bottom of the page.
• Either action requires that you confirm the action in a pop-up window.
• If you delete an application, all information is lost and cannot be recovered.
The Application

Submit

Delete

Confirm Submit Application

Are you sure you would like to submit this claim? You will no longer be able to modify this claim once it is submitted. OVS will contact you if additional information is required.

Yes  No

Confirm Delete Application

Are you sure you want to delete this application?

Yes  No
The Application

- Once you submit an application, it cannot be modified.
- The system will check the application for errors.
- Once it passes the error check, you will go to a Confirmation screen where you will find the Claim number and further instructions.
The Application

ONLINE APPLICATION FOR COMPENSATION - Essential Personal Property Claim

CONFIRMATION FOR COMPENSATION CLAIM

Your claim has been received by the NYS Office of Victim Services.

Your Claim Number is: 1714967

Step 1: In order to process your claim, you must submit a signed Authorization Page.

Print Authorization Page

Step 2: Once you have printed and signed your Authorization page, you may scan the document and upload it to be attached to your claim or mail it to OVS. (Keep a copy for your records.)

Upload Document Mailing Option

Next Steps: To process your claim, upload or mail us the following documents (Keep a copy for your records.)

- All itemized bills and receipts for services listed on this claim.
- One completed HIPAA form for each service provider listed on the claim. Click here to print HIPAA form.
- Letters from any insurers denying or authorizing payment for the services listed on this claim.

Upload Document Mailing Option

Remember: You must bill your insurance company or benefits plan before OVS can pay.

Welcome: TestTwo
The Authorization Page and Document Uploads

- In order for OVS to process an application, an authorization form must be signed by the victim or claimant and submitted to OVS.
- From the Confirmation page you may print an authorization page and you may upload documents.
- Instructions are available if you plan to mail the authorization to OVS.
The Authorization

**Step 1:** In order to process your claim, you must submit a signed Authorization Page.

- Print Authorization Page

**Step 2:** Once you have printed and signed your Authorization page, you may scan the document and upload it to be attached to your claim or mail it to OVS. *(Keep a copy for your records.)*

- Upload Document
- Mailing Option
The Authorization

• The Upload Document in Step 2 is for the Authorization Page only.
• The Next Steps section allows for uploading other supporting documentation such as a police report, medical record, HIPAA form, letters, etc.
• You may print a copy of a HIPAA form by clicking on the link.
• If you are unable to upload, there are instruction on a separate tab for mailing the information to OVS.
The Authorization

Step 2: Once you have printed and signed your Authorization page, you may scan the document and upload it to be attached to your claim or mail it to OVS. (Keep a copy for your records.)

Upload Document  Mailing Option

If you are unable to scan and upload your Authorization page, you may mail the signed page to:

NYS Office of Victim Services
AE Smith Building
80 S. Swan Street
Albany, NY, 12210

If you cannot print your Authorization page, please contact OVS at ovs.dl.ProcessingUnit@ovs.ny.gov or 1-800-247-8035 and request to have your Authorization page mailed to you.

Next Steps: To process your claim, upload or mail us the following documents (Keep a copy for your records.)

• All itemized bills and receipts for services listed on this claim.
• One completed HIPAA form for each service provider listed on the claim. Click here to print HIPAA form.
• Letters from any insurers denying or authorizing payment for the services listed on this claim.

Upload Document  Mailing Option

Remember: You must bill your insurance company or benefits plan before OVS can pay.
Uploading Documents to VSP

- Documents can be uploaded to the VSP from: Confirmation for Compensation page and/or the Search Results table from either the Search for a Claim or Advanced Search for a Claim.
- You may only upload one document at a time.
- Documents can only be uploaded to submitted claims.
Uploading Documents

Confirmation for Compensation Page:

- The Upload Document button in “Step 2” is for the Authorization Page only;
- All other documents may be uploaded from the upload document button in “Next Steps.”
Uploading Documents

- Click the upload button for a drop down menu to select the document type you are uploading.
- Click the Browse button to access the document you wish to upload.
- Click cancel to return to the previous page.
- Note the claim number for which you are uploading documents appears at the top of the screen.
Uploading Documents

ONLINE APPLICATION FOR COMPENSATION - Essential Personal Property Claim

Your Claim Number is: 2717206
Please select the document type you wish to upload:

Select

- Attending Physician Report
- Birth Certificate
- Certificate of Marriage
- Child Protective Services Form
- Claimant Application Authorization Signature Form
- Death Certificate
- Drivers License ID
- Employment Questionnaire
- Explanation of Insurance Benefits
- Financial Resource Statement
- Funeral Bill
- Hospital Discharge Summary
- Hospital Records
- Itemized Medical Bill
- Mental Health Treatment Report
- Miscellaneous
- Order of Protection
- Proof of Guardianship
- Social Security Benefit Statement

Upload
Cancel
If errors occur during uploading of documents, the errors will appear in red text at the top of the page.
Errors

• The system will not allow submission of an application with errors. This replaces the rejected claim process currently in use.

• If you submit your claim application and your entries do not pass the error check, you will be returned to the first section of the application that contains errors and your cursor will automatically be placed in the first field that resulted in the error.

• All sections that contain errors will be indicated in red text on the navigation menu on the left side of the screen.
Correcting Errors
Correcting Errors

• Despite making corrections, the error messages will remain until you submit the application again. Submitting the application will trigger error checks and the process will be repeated if errors still exist.

• Please Note: If exiting the application by hitting the “Home” or “Logout” button, the error messages will be cleared and will not show the next time you enter the application until you try to submit the application again without correcting the errors. The errors must be corrected for this particular application or it will not be accepted by the system.
Functionality of the VSP

- The VSP allows for editing of an application prior to successful submission.
- An application may be edited by another User from the same VAP prior to submission.
- With enough identifying information provided by a claimant, users from other VAPs may search for a claim submitted by another VAP and upload documents through the VSP. However, if this VAP wishes to discuss the claim with OVS, a Representative Authorization form would need to be submitted, as is the current policy. A Representative Authorization form must identify an individual given authority by the victim to speak with OVS. If multiple staff may need to speak with OVS, each person should be specifically named on the form. This form may be uploaded into the VSP.
Search and Checking the Status of a Claim

• To search for a claim, click the button at the navigation tabs at the top of the page just under the VSP banner. You will be taken to the Search for a Claim page which shows the required fields necessary to find a claim.
Search for a Claim

Enter Victim’s Last Name with either Claim Number and/or last 4 digits of Victim’s SSN.

* Asterisk indicates a required field.

- Victim’s Last Name: [ ]
- Victim’s First Name: [ ]

Choose one of the following:

- Claim Number: [ ]
- and/or
- Last 4 digits of Victim’s SSN: [ ]

Check here if the victim does not have a SSN

[ ]

Advanced Search  Reset  Search

A Division of Office of Victim Services
Search for a Claim

• If you are searching for a claim filed by you or linked to your NY.gov ID or the same VAP you must enter: Victim’s last name and either the claim number or the last four digits of the victim’s SSN associated with the claim.

• You may clear your search fields by clicking on the Reset button.

• A successful search will display Search Results at the bottom of the screen.
Search for a Claim

Enter Victim’s Last Name with either Claim Number and/or last 4 digits of Victim’s SSN.

* Asterisk indicates a required field.

* Victim’s Last Name: [ ]

Victim’s First Name: [ ]

Choose one of the following:

* Claim Number: [ ]

and/or

* Last 4 digits of Victim’s SSN: [ ]

Check here if the victim does not have a SSN

Advanced Search  Reset  Search

---

Search Results

<table>
<thead>
<tr>
<th>Claim Number</th>
<th>Claimant Name</th>
<th>Victim Name</th>
<th>Victim SSN</th>
<th>Victim Date of Birth</th>
<th>Crime Date</th>
<th>Claim Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2717136</td>
<td>DeathOne, Claimant</td>
<td>DeathOne, Victim</td>
<td>9573</td>
<td>03/17/1974</td>
<td>09/12/2014</td>
<td>Initial</td>
</tr>
</tbody>
</table>
Search for a Claim

• To see the status of the claim, click on the link under the Claim Status tab.
• You may also upload documents from the search screen into the VSP.
Search for a Claim

• If you do not enter the required fields when searching, error messages will appear in red text.
• The text will provide additional instructions on ways to correct the errors.
• If the search is unsuccessful, a pop-up message will give you an option to perform an advanced search or close the pop-up box.
Search for a Claim

- All fields must be filled in for an advanced search.
- Advanced search fields contain additional information which can only be supplied by the victim.
- Requiring this information protects the victim’s information.
Search for a Claim

• If the advanced search is successful and the claim was not previously linked to your NY.gov account or your VAP, a pop-up message asks if you would like to link the claim to your NY.gov ID.
Search for a Claim

Advanced Search - Claim Found

Claim is available to link to your login account. Linking the claim will allow you to track the status of the claim and upload supporting documentation.

Do you want to link this claim to your user login?

Yes  No
Search for a Claim

• If you select yes in the pop-up box, you will be permanently linked to this claim. You must still complete a Representative Authorization form if you wish to discuss this claim with OVS.

• You may also upload documents from the Advanced Search screen.
Searching for a Claim

Advanced Search for Claim

Search for a claim previously submitted to OVS and link it to your login account. Once a claim is linked to your account, you will be able to track status of and upload documentation for the claim. All advanced search fields are required and must match exactly with the submitted claim information.

*Asterisk indicates a required field.*

<table>
<thead>
<tr>
<th>Claim Number:</th>
<th>Crime Date: mm/dd/yyyy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victim's Last Name:</td>
<td>Victim's First Name:</td>
</tr>
<tr>
<td>Victim's Date of Birth: mm/dd/yyyy</td>
<td></td>
</tr>
<tr>
<td>Victim’s SSN: 999-99-999</td>
<td>Check here if the victim does not have a SSN</td>
</tr>
</tbody>
</table>

Search Results

<table>
<thead>
<tr>
<th>Claim Number</th>
<th>Claimant Name</th>
<th>Victim Name</th>
<th>Victim SSN</th>
<th>Victim Date of Birth</th>
<th>Crime Date</th>
<th>Claim Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2717136</td>
<td>DeathOne, Claimant</td>
<td>DeathOne, Victim</td>
<td>9573</td>
<td>03/17/1974</td>
<td>09/12/2014</td>
<td>Initial</td>
</tr>
</tbody>
</table>
Resources for Users

• The VSP offers training materials to all Users.

• Additionally, a VSP FAQ section is available from the VSP Homepage.

• OVS will conduct a webinar after the roll-out is complete to answer additional questions and provide additional guidance.

• And you may always contact OVS and your Program Monitor for additional information.
Finally

- After many years, the vision of OVS leadership and staff is a reality.
- The VSP will only be successful if VAPs partner with us to provide compensation to victims in the most efficient manner.
- The VSP is our ongoing commitment to the OVS mission and to crime victims across the State.
- Thank you for being a part of our history and our future.