# Victims Comp Portal Resource Guide

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Welcome

Welcome to Victims Comp Portal! Victims Comp Portal provides the ability to search for information on claims and bills processed by the Georgia Criminal Justice Coordinating Council. This site allows users - providers, advocates and claimants – to view their claim or bill information in real-time, and submit online applications.

If you have any questions, please contact us at VictimsCompPortal@cjcc.ga.gov
Overview of Billing page

The billing data Victims Comp Portal contains bills processed on or after October 2016. Some bill data may be available before October 2016, however it may not be complete.

The Billing data is primarily used by Finance and Billing staff to review the status of bills submitted by their organization.
Bill Activity
The bill activity section is a dashboard of the status of bills. This data is updated real-time meaning that it can change throughout the day. Click on any of the tiles to view the bill data in the search results.

Bill Search
The bill search provides the ability to search by claim number, account number or victim name. The account number is the internal account number that was provided on the itemized bill or invoice.

Bill Search Results
The search results page provides the data in a table format. Each of the column headers are sortable, the data can be filtered in the column using the box in the upper right box and the search results can be exported into a CSV file.
Bill Details
The bill details page will show the data. Additionally, can download the FME Benefits Statement.
Claim Overview
You will be able to view claims where your organization has been set as the Referring Agency.

Claim Activity
The claims activity section is a dashboard of the status of claims. This data is updated real-time meaning that it can change throughout the day. Click on any of the tiles to view the claim data in the search results.
Claim Search
The claim search provides the ability to search by claim number, SSN or victim name.

Claim Search
Conduct a specific search or widen the parameters of your search.

Disclaimer
Search results include claims processed on or after October 2016. For information on claims processed prior to October 2016, please call us at 404-657-2222 or 1-800-547-0060.
Additionally, you can conduct an Advanced Search on several additional data elements.

**Claim Search Results**

The search results page provides the data in a table format. Each of the column headers are sortable, the data can be filtered in the column using the box in the upper right box and the search results can be exported into a CSV file.

**Claim Details**

The Claims detail shows you all the data that is permissible based on your role. You can see which documents are needed, can upload documents, view payout status and view letters that have been sent.
See the Documents or Information that is missing.

Upload documents that are missing.

See the summary of the Payouts.

View letters that have been sent.

View Authorized Claim Users.
Applications

Application Overview

There are three ways to submit an application. The Online Application is the fastest and most efficient way for processing. You can submit Crime Victims Compensation applications, Forensic Medical Examinations applications and Forensic Interview applications.

When an online application is submitted, a claim number is automatically created and if you have access to Claims and your organization has been set as the referring agency then you will automatically see the online application (now claim) in the Claims section.

Online Application Submission Status table

The applications that appear in this table are:
- Have been added by users of your organization
- Are in draft form
- Have not been submitted to CJCC for processing
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### Online Application Submission Status

<table>
<thead>
<tr>
<th>Victim Name</th>
<th>Date of Birth</th>
<th>Claimant Name</th>
<th>Claim Type</th>
<th>Date Created</th>
<th>Signature Requested</th>
<th>User Created By</th>
<th>Required Documents</th>
<th>Signatures Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>helkur dev</td>
<td>10/15/1990</td>
<td>F1</td>
<td>9/14/2017</td>
<td></td>
<td></td>
<td>Portal Test</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Sam Davies</td>
<td>5/19/2017</td>
<td>VC</td>
<td>5/19/2017</td>
<td></td>
<td></td>
<td>Portal Test</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Davis Sam</td>
<td>9/1/2017</td>
<td>FI</td>
<td>9/19/2017</td>
<td></td>
<td></td>
<td>Portal Test</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>asdf asdf</td>
<td>9/1/2017</td>
<td>FI</td>
<td>9/25/2017</td>
<td>9/28/2017</td>
<td></td>
<td>Portal Test</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>asdf asdf</td>
<td>8/3/2017</td>
<td>FI</td>
<td>8/31/2017</td>
<td>9/5/2017</td>
<td></td>
<td>Portal Test</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

- **All Columns are sortable**
- **The required documents have not been attached**
- **All signatures have not been collected**

You can filter the text and export the applications to a CSV file.
This functionality is only available to those that have been given Agency Administration role privileges. Typically, the executive director for an advocate organization and billing/finance contacts for medical providers have received this access.

As an Admin of your organization, you can add & deactivate users, edit profiles and send registration links to your users.

User Administration Overview
A few notes about who will need access to Victims Comp Portal. It is recommended that as an administrator that only staff who track billing, payments or submit applications have access to Victims Comp Portal.

It is highly recommended each individual is granted access have their own login. This requires a unique organization email. Logins are based on email address. Additionally, audit tracking is based this email address.

There are four (5) different roles that can be granted to a user.
- Contractor
- Provider
- Agency Advocate
- VWAP
- Agency Administrator

Note: medical facilities will not have access to Agency Advocate

Role Descriptions
Contractor – This role will only provide the user access to start an application. This role will not see other organization’s users in process applications.

Provider – This role will have access to applications and ability to view Bills. Individuals that typically are assigned this role are in finance and billing areas of the organization.
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Agency Advocate – This role will have access to applications and ability to view claims where the organization that has been set as the Remit To. The claims section provides the ability to upload new documents for a claim and view letters sent to the victim or claimant. Individuals that typically are assigned this role are advocates for the victim. Note: medical facilities will not have access to Agency Advocate

VWAP – A victim/claimant can provide authorization for the VWAP Advocate with the jurisdictional purview to have direct access to their claim. This role will be able to view these claims when the District Attorney’s Office is not the referring agency.

Agency Administrator – This role is to manage the organizations users and grant permissions to their team.

<table>
<thead>
<tr>
<th>Portal Role Actions table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action</td>
</tr>
<tr>
<td>View/Start/Submit Applications</td>
</tr>
<tr>
<td>View Bills</td>
</tr>
<tr>
<td>View and Manage Claims including documents and Letters</td>
</tr>
<tr>
<td>Manage organization Users</td>
</tr>
<tr>
<td>Submit Feedback</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Standard Permission settings table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roles</td>
</tr>
<tr>
<td>Nurse Contractor/Social Worker</td>
</tr>
<tr>
<td>Medical Provider or Service Provider Billing /Finance</td>
</tr>
<tr>
<td>CAC/SAC/RCC</td>
</tr>
<tr>
<td>Prosecutorial Advocate</td>
</tr>
<tr>
<td>Medical Provider/ Service Provider Administrator</td>
</tr>
<tr>
<td>CAC/SAC/RCC Executive Director</td>
</tr>
<tr>
<td>Prosecutorial Advocate Director</td>
</tr>
</tbody>
</table>

Important Note: For Administrators to grant access to others, the individuals will need to have those roles assigned to them. For example, if the administrator adds a new user and that user needs to have Provider access;
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then the administrator will need to have Provider and Agency Administrator roles assigned. Otherwise, the role will not be in list for the administrator to select from.

Review and Update your existing users

When you click on the Admin icon, you will be taken to your organizations contacts.

In some cases, there may be individuals appearing in the table. These individuals are populated from CJCC’s internal systems from applications submitted from your organization.

My Contacts table will display basic contact information.

As you review the existing contact records
1. Remove duplicate by selecting Delete from the Action gear
2. Remove individuals that no longer work for your organization by selecting Delete from the Action gear
3. Update existing contacts with correct name, phone and email by selecting Edit
   - If you have determined that an individual should have access to Victims Comp Portal, select roles by holding the Ctrl key while clicking on the role.
   - Do not delete individuals that are employees but do not need portal access. CJCC uses these records for internal systems.

Add user

To add a user, click on and complete the form (see picture on right) with basic demographic information.
In the Portal Role Box, type in the appropriate Portal Role(s) for the user you are adding

- **Contractor** – only access to Applications
- **Provider** – View Bills, Applications
- **Agency Advocate** – View and Submit Claims, Submit Applications and Supporting Documentation
- **VWAP** – able to see claims for with DA’s office is not the referring agency
- **Agency Administrator** – Manage access for your organization

Click **Save** or **Save and Send Link**

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**Important Note:**

For Administrators to grant access to others, the individuals will need to have those roles assigned to them. For example, if the administrator adds a new user and that user needs to have Provider access; then the administrator will need to have Provider and Agency Administrator roles assigned. Otherwise, the role will not be in list for the administrator to select from.

Administrators should not remove their Agency Administrator role.

To assign multiple roles to an individual, hold the CTRL key down as you select the other roles.

**Manage Users**

Once the user has been added, click on the ![fa fa-user-circle-o](https://via.placeholder.com/150) in the Actions column. There are four actions that you can take:

**Edit** Update the contact information on a specific user or update the portal role
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Delete Remove a user who has left your organization

Deactivate If an individual still works for or contacts with your organization and has portal access, remove a user’s access to Victims Comp Portal by selecting Deactivate

Send Portal Registration Link To complete adding a user, you must click on Send Portal Registration Link. This will send a link to the new user’s email for them to click on to complete the registration process.
Using Victims Comp Portal in your Organization

Key Steps
Inform your team of the CJCC Victims Portal and functionality that it will offer and review the functionality together.

IT Department
Please contact your IT department to request they whitelist the following domains to ensure that you can utilize the full functionality of Victims Comp Portal

@cjcc.ga.gov
@esignlive.com

If they are unable or unwilling to create domain level whitelist entries, please have them whitelist the following emails

victimscompportal@cjcc.ga.gov
signers@esignlive.com

Finance/Billing Team – 1st actions

Provide access to the billing and finance team. This will be the first time that your team will be able to see where a bill and claim is in process without having to call CJCC for information. All billing and claim data since Oct 1, 2016, will be viewable in Victims Comp Portal. Note: some claims and bills before Oct 1, 2016 may be viewable but may only display partial data

Have them review the Billing and Claim dashboard numbers. Are the numbers presented what you are expecting? Do they appear correct? If they do not appear correct, contact victimscompportal@cjcc.ga.gov with a description of what you feel is missing or inaccurate; attach screen shots as appropriate. We will use this information to research your issue.

Online Applications Overview
Each of the online applications follow the same general paper-based process and assume that one individual (in most cases) will complete an application, obtain the signatures, then hand off to finance/billing to create the bill and submit to CJCC.
It will be key to gather the teams that complete the Forensic Interview as well as Forensic Medical Exams meet to review the online process and determine how to adopt the use.

Key Points
The online applications have been streamlined to display the fields that CJCC needs. Fields that are required are marked with * (red asterisk). As always, the more information that is provided in the application, the faster processing and fewer verification calls will take place.

As you progress through each page of the application, the application automatically saves. If you are in a middle of a page and need to save use the Save Draft Application. You will be able to access the application at another time by using the Online Application Status table.

All documents that are uploaded need to be in PDF format otherwise the application will not be submitted.

While waiting on signatures, add you documents e.g., Bills, Verification forms, etc. You do not have to wait on all signatures to be received before adding documents.

Forensic Interview Team – 1st actions
Gather the individuals together that are involved in the Forensic Interview process. One of the key differences for the between the paper-based and online FI application is the FIRD is built into the FI application.

Review who will be starting the application, completing the referrals, signing and uploading the investigative document and bill.
The general process is:

**Forensic Interview process**

**Key Points**
Documents are required before the application can be submitted. Required documents for FIs is the Verification form.

If you do not know the SSN or TIN of victim, select No Identifier

If you do not know the date of crime or the date of crime was a range, enter the last possible date of occurrence. For example, if the crime was in 1st quarter of 2017, enter 3/31/17 as the date or if the crime occurred between 2/15-6/29/17, enter 6/29/17

The FI application does not require the Bill. Enter the amount of the bill and your internal account number. If you do not know have an internal account number then use the Victims name as the reference.
Forensic Medical Exam Team – 1st actions
Gather the individuals together that are involved in the Forensic Medical Exam process. If you are a medical facility with a clinic, emergency room and various locations, you may need to have several meetings. The complexity could result in different internal processes. One of the pilot hospitals had one process for a clinic and another for the emergency department.

Review who will be starting the application, signing, uploading the bill and submitting the application packet.

You can test the online application process and delete test applications before submitting to more fully understand the application experience.

The general process is: (may not be true for a medical facility)

Forensic Examination process

Key Points
Documents are required before the application can be submitted. Required documents for FME is the Bill

If you do not know the SSN or TIN of victim, select No Identifier

If you do not know the date of crime or the date of crime was a range, enter the last possible date of occurrence. For example, if the crime was in 1st quarter of 2017, enter 3/31/17 as the date or if the crime occurred between 2/15-6/29/17, enter 6/29/17
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e-Sign Process
All online applications use an electronic signature process.

The names of the individuals that appear in the list for signing come from "My Organization" contact list. If an individual is not on the e-Sign drop down list, you can select “not in this list” and for that specific application complete the free text fields (first & last name, and email) for the signer to sign.

The email address is required in case the browser window closes or something happens – an email from e-Sign Live would be sent to the signer’s email for them to complete the signing process.

Tip: If you have an individual that will be a regular signer of applications but does not need portal access, add them to the My Organization contact but do not add portal roles or send them a registration link. This will allow the individual to appear in the list but will not provide portal access.

Two options to sign:

Sign Now. The individual signing would sign in the browser window at that point in time.

Sign Later. The individual signing would receive an email with a link to review and sign the application.

*If you do not receive the eSign email, you now have the option to sign the application from the Documents and Signatures page*
General Tips

Supported Browsers
Victims Comp Portal is supported by Chrome, Internet Explorer 11+, Microsoft Edge and Firefox Mozilla. Chrome is the preferred browser.

Note: date fields have different behavior dependent upon browser

<table>
<thead>
<tr>
<th>Browser</th>
<th>Type a date</th>
<th>Select from Calendar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Edge</td>
<td>no</td>
<td>yes</td>
</tr>
<tr>
<td>Chrome</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>no</td>
<td>yes</td>
</tr>
<tr>
<td>Firefox</td>
<td>yes</td>
<td>no</td>
</tr>
</tbody>
</table>

Performance/Issue
If you have performance issues of a page loading or refreshing for more than 30 seconds, refresh your browser by clicking CTRL– F5 keys at the same time. If the issue persists, contact us victimscomportal@cjcc.ga.gov with the date/time and page/action that you were doing so we can troubleshoot the issue.

Guaranteed receipt of Emails
Communicate with your IT department to ‘white list’ the emails coming from the domain ‘@cjcc.ga.gov’. This will ensure that the organization spam filters do not block these emails from the portal.
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**Using Tables**
All table columns in the Victims Comp Portal are sortable. Click on them to sort the information in ascending and descending order.

**Tablet / Mobile friendly**
Victims Comp Portal is tablet and mobile friendly.

**FAQ**
Documents need to be in PDF format. If you create Bills on your computer, you can usually Save As a PDF or Print to a PDF without having to print then scan the document.

Applications cannot be submitted without required documents

If you do not know the SSN or TIN of victim, select No Identifier

If you do not know the date of crime or the date of crime was a range, enter the last possible date of occurrence. For example, if the crime was in 1st quarter of 2017, enter 3/31/17 as the date or if the crime occurred between 2/15-6/29/17, enter 6/29/17

The online applications have been streamlined to display the fields that CJCC needs. Fields that are required are marked with * (red asterisk). As always, the more information that is provided in the application, the faster processing and fewer verification calls will take place.

While waiting on signatures, add documents e.g., Bills, Verification forms, etc. You do not have to wait on all signatures to be received before adding documents
The Victims Comp Portal does not support submitting of supplemental applications or bills. These items should continue to be sent to CJCC via mail (e.g., USPS, hand delivery) or using CJCC e-fax.

If you see inaccurate data in facilities and remit to locations (e.g., old addresses), click on the feedback icon and complete the appropriate section. Provide the updated information with the screenshot of the information that you are seeing on your screen. This will support us in getting started on updating your information.

If you do not see a referral organization (FIRD) in the drop-down list, click on the feedback icon and complete the appropriate section. Provide us the name of organization, contact name, full mailing address, phone number, email address (if known).

Victim/Claimant Access

**STEP 1:** Register at [https://victimscompportal.cjcc.ga.gov/Account/Register](https://victimscompportal.cjcc.ga.gov/Account/Register)
STEP 2: Select the I am a Victim, Witness, or Claimant option and click Next

STEP 3: Complete all the fields on this screen and click Submit
**STEP 4:** Click on Find My Claim

**STEP 5:** When the “Find My Claim” box comes up put in the Claim Number, Last 4 Digits of Victim’s SSN, Victim’s DOB, and Date of Crime then click Search

**STEP 6:** Click on the Victim’s Name to see claim details.
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**STEP 7:** After you click on the Victim’s name you will be on a screen that looks like this.

![Victim's Claim Screen](image)

**Invite Victim/Claimant to Portal**

**STEP 1:** Log into the Victims Comp Portal: https://victimscompportal.cjcc.ga.gov/Account/Login
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**STEP 2:** From the Claims Tab, go to Claim Search and put in the Claim Number, SSN, or Name of the Victim/Claimant you wish to invite and click on the Search Button.

**STEP 3:** Scroll down to see the results of your search. Verify this is the Victim/Claimant you want and click on their name.
STEP 4: Scroll down to the bottom of the screen and you will see Authorized Claim Users. Type in the Victim/Claimant's Email Address and Click on Invite.

STEP 5: After you send the email invite you will receive a pop-up confirmation.