

# Victims Comp Portal Resource Guide

Georgia Criminal Justice Coordinating Council

## Victims Comp Portal

### Resource Guide



*Revised 1.30.19*

# Victims Comp Portal Resource Guide

## Table of Contents

Welcome.....	4
Billing .....	5
Overview of Billing page .....	5
Bill Activity .....	6
Bill Search .....	6
Bill Search Results.....	6
Bill Details .....	7
Claims .....	8
Claim Activity.....	8
Claim Search .....	9
Claim Search Results.....	10
Claim Details.....	11
Applications .....	12
Application Overview .....	12
Online Application Submission Status table.....	12
Administration.....	14
User Administration Overview .....	14
Role Descriptions.....	14
Portal Role Actions table .....	15
Standard Permission settings table .....	15
Review and Update your existing users .....	16
Add user.....	16
Manage Users.....	17
Using Victims Comp Portal in your Organization .....	19
Key Steps .....	19
IT Department .....	19
Finance/Billing Team – 1 <sup>st</sup> actions .....	19
Online Applications Overview .....	20
Forensic Interview Team – 1 <sup>st</sup> actions .....	20
Forensic Medical Exam Team – 1 <sup>st</sup> actions.....	22
e-Sign Process.....	23
General Tips.....	24

## Victims Comp Portal Resource Guide

Supported Browsers .....	24
Performance/Issue .....	24
Guaranteed receipt of Emails .....	24
Using Tables.....	25
Tablet / Mobile friendly.....	25
Victim Claimant Access.....	25-29
Invite Victim/Claimant to the Portal .....	29-31

## Victims Comp Portal Resource Guide

### 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](mailto:VictimsCompPortal@cjcc.ga.gov)

# Victims Comp Portal Resource Guide

## Billing



This functionality is only available to those that have been given Provider role privileges.

### 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.

GEORGIA CRIME VICTIMS  
 COMPENSATION PROGRAM  
CRIMINAL JUSTICE COORDINATING COUNCIL

Welcome, slalom.portal.test.03@outlook.com

- Billing
- Claims
- Applications
- Resources
- Admin
- Feedback

### Bill Activity ?

**Real-Time Bill Status**

**Under Review**  
Bills that have been received by CJC and are being reviewed for payment eligibility 1

**Inactive**  
Additional information needed from a third-party to determine claim eligibility 0

**Unable to Verify**  
Bills in which CJC has attempted to contact the provider to verify, but have not been able to reach successfully 0

**Past 30 Days**

**Awarded**  
Bills that have been awarded by CJC and are being processed by CJC's finance department & Georgia Bureau of Investigation 0

**Paid**  
Bills that have been paid by CJC 0

**Rejected**  
Bills that are not eligible for payment by CJC at this time 0

### Bill Search ?

SEARCH
ADVANCED 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.

### Bill Activity Results - '"Under Review'

Export ?

Filter all columns

Account No.	Claim No.	Victim Name	Victim DOB	First Date of Service	Bill Status	Claim Type	Payment Amount	Approval / Denial Date
832075987	17-03869	Joseph Frankel	1/21/1994	4/28/2017	'Under Review'	DUI Memorial (DUI)	-	-
983493	17-03852	Trenard Bivins	4/7/1986	4/18/2017	'Under Review'	Forensic Interview (FI)	-	-
786987	18-00083	Facility Info Test	-	8/15/2017	'Under Review'	Forensic Interview (FI)	-	-
0899583	17-03861	Joshua Stanton	2/5/2014	4/28/2017	'Under Review'	Forensic Medical Exam (FME)	-	-
1234543	17-03852	Trenard Bivins	4/7/1986	4/13/2017	'Under Review'	Forensic Interview (FI)	-	-
1234	18-00209	Lisa Taylor	7/11/2016	9/28/2017	'Under Review'	Forensic Interview (FI)	-	-
879658	17-03868	Sarah Perry	1/2/2009	5/1/2017	'Under Review'	Victims Compensation (VC)	-	-
124555	18-00181	Stacy Dash	9/16/1970	8/30/2017	'Under Review'	Forensic Interview (FI)	-	-
09835	17-03883	John A Doe	2/1/1980	5/21/2017	'Under Review'	Victims Compensation (VC)	-	-
8490739	17-03894	Jessica Hudson	1/3/2012	5/19/2017	'Under Review'	Forensic Interview (FI)	-	-

0 selected / 24 total

Page 5 of 31

Revised 1.30.19

## Victims Comp Portal Resource Guide

### 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

Search for Claim Number, Account Number, or Victim Name [SEARCH](#) [ADVANCED 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

ADVANCED SEARCH

Bill Status  
All

Received Start Date \* 09/02/2017 Received End Date \* 10/02/2017

Claim Type  
All

Account Number  
Enter an Account Number...

Date of Service

[Search](#) [Cancel](#)

### 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.

# Victims Comp Portal Resource Guide

**Bill Activity**

Real-Time Bill Status	Past 30 Days
<b>Under Review</b> Bills that have been received by CJC and are being reviewed for payment eligibility. <b>1</b>	<b>Approved</b> Bills that have been awarded by CJC and are being processed by CJC's Finance Department & Georgia Bureau of Investigation. <b>1</b>
<b>Incomplete</b> Additional information needed from a third-party to determine claim eligibility. <b>0</b>	<b>Paid</b> Bills that have been paid by CJC. <b>0</b>
<b>Uneligible for Priority</b> Bills in which CJC has attempted to contact the provider to verify, but have not been able to reach successfully. <b>0</b>	<b>Rejected</b> Bills that are not eligible for payment by CJC at this time. <b>0</b>

**Bill Search**

Search for Claim Number, Account Number, or Victim Name   [Advanced 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 (704)657-2222 or 1-800-617-0060.

**Bill Activity Results - 'Under Review'** The name of the search conducted Export the search results into a CVS file

Account No.	Claim No.	Victim Name	Victim DOB	FME Date of Service	Bill Status	Claim Type	Payment Amount	Approval / Report Date	Check #
121853	18-02915	William Wilson	1/5/65	1/5/18	Under Review	Victims Compensation(CJ)	-	-	-
Selected: 1 total									

All column headers are sortable Filter the search results-based data in table by typing a value into the field

## Bill Details

The bill details page will show the data. Additionally, can download the FME Benefits Statement.

VICTIM **Hannah Parker** DATE OF BIRTH **02/01/2012** CURRENT STATUS **Paid**

**Bill Information**

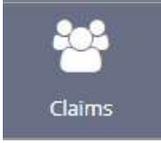
CLAIM NUMBER	CLAIM TYPE	ACCOUNT #	FME BENEFIT STATEMENT	DATE(S) OF SERVICE	BILL AMOUNT	BILL CREATED DATE
17-03860	FME	908324	<a href="#">View</a>	5/2/2017 - 5/2/2017	\$110.00	05/02/2017

**Payments**

PAYMENT STATUS	PAYMENT DATE	APPROVAL DATE	PAYMENT METHOD	PAID AMOUNT	CHECK NUMBER	CHECK/ACH DATE
<b>Paid</b>	05/02/2017	05/02/2017	Check	\$110.00	-	05/02/2017

# Victims Comp Portal Resource Guide

## Claims



This functionality is only available to those that have been given Agency Advocate role privileges.

### Claim Overview

You will be able to view claims where your organization has been set as the Referring Agency.

The screenshot displays the 'Claim Activity' dashboard. It features a sidebar with navigation options: Home, Claims, Applications, Resources, Admin, and Feedback. The main content area is divided into two sections: 'Claim Activity' and 'Claim Search'.

**Claim Activity** is split into 'Real-Time Claim Status' and 'Past 30 Days'. The 'Real-Time Claim Status' section includes:

- New**: 4 (The application packet submitted is being reviewed to determine an initial claim status.)
- Incomplete / Closed**: 2 (The application packet did not contain one or more of the required documents.)
- In Review**: 0 (All documents submitted are being reviewed to determine eligibility.)

The 'Past 30 Days' section includes:

- Inactive**: 0 (A decision cannot be made on the claim until additional information is received.)
- Open / Awarded**: 0 (The claim has been approved and is eligible for compensation benefits.)
- Denied**: 0 (The claim did not meet at least one eligibility requirement and cannot be approved for payment in its current state.)

**Claim Search** includes a search bar with the placeholder text 'Search for Claim Number, SSN, Name or Internal Reference Number', a 'SEARCH' button, and an 'ADVANCED SEARCH' link. Below the search bar is a disclaimer: '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.'

Below the search bar, it says 'Displaying results for "New"'. There is a 'Filter all columns' dropdown and a 'EXPORT' button.

Claim No.	Victim Name	Date of Birth	Claimant Name	Offender(s)	Claim Type	Date Received	Claim Status	Total Awarded Amount	Approval / Denial Date
18-08950	Jane Doe	2/1/95	Jane Doe		VC	4/5/18	New	-	

Click on a Tile and the search results will appear below.

You will only see claims where your organization is set as the Referring Agency.

Conduct an Advanced Search to expand search options.

### 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.

## Victims Comp Portal Resource Guide

### Claim Activity

Real-Time Claim Status	Past 30 Days
<b>New</b> The application packet submitted is being reviewed to determine an initial claim status <b>4</b>	<b>Inactive</b> A decision cannot be made on the claim until additional information is received. <b>0</b>
<b>Incomplete / Closed</b> The application packet did not contain one or more of the required documents <b>2</b>	<b>Open / Awarded</b> The claim has been approved and is eligible for compensation benefits <b>0</b>
<b>In Review</b> All documents submitted are being reviewed to determine eligibility <b>0</b>	<b>Denied</b> The claim did not meet at least one eligibility requirement and cannot be approved for payment in its current state <b>0</b>

### 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.

[ADVANCED 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.

## Victims Comp Portal Resource Guide

Additionally, you can conduct an Advanced Search on several additional data elements

**ADVANCED SEARCH**

Search by: Any

Show only claims that I have referred: Yes No

DATE APPLICATION RECEIVED

Start Date: 09/03/2017

End Date: 10/04/2017

Claim Type: Any

Search Cancel

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

### 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.

Displaying results for "Incomplete / Closed" The name of the search conducted

Export the search results into a CSV file Export

Filter all columns

Claim No.	Victim Name	Date of Birth	Claimant Name	Offender(s)	Claim Type	Date Received	Claim Status	Approval / Denial Date
17-03852		4/7/1986			FI	4/14/2017	Incon	
17-03859		2/3/2008			FME	5/1/2017	Incomplete - Final	-
17-03861					FME	4/28/2017	Incomplete - Initial	-

0 selected / 3 total

All column headers are sortable

Filter the search results based data in table by typing a value into the field

### 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.

# Victims Comp Portal Resource Guide

**Billing**  
**Claims**  
**Applications**  
**Resources**  
**Admin**  
**Feedback**

VICTIM: **Willow Wilson** CLAIM STATUS: **Incomplete / Closed**

### Claim Information

Claim Number	Claim Type	Claims Investigator	Date of Birth	First	Middle	Last	Court Case #
18-08915	VC	Tiffane Liverman	01/08/1969				

1 Received 2 **In Progress** 3 Claim Decision

### Offenders

DOCUMENT NAME	DESCRIPTION	DATE UPLOADED
Pending CJCC Processing	Investigative Document.pdf	02/16/2018
Pending CJCC Processing	investigativedocument.pdf	07/13/2018
Pending CJCC Processing	CVCP Application with Consent Rev April 2018.pdf	06/07/2018

UPLOAD FILE

### Current Missing Info / Documents

Showing 1 of 1 missing items

DESCRIPTION
Police Report/incident Report identifying crime type

1

See the Documents or Information that is missing.

### Document Uploads

Showing 3 of 3 uploads

DOCUMENT NAME	DESCRIPTION	DATE UPLOADED
Pending CJCC Processing	Investigative Document.pdf	02/16/2018
Pending CJCC Processing	investigativedocument.pdf	07/13/2018
Pending CJCC Processing	CVCP Application with Consent Rev April 2018.pdf	06/07/2018

UPLOAD FILE

1

Upload documents that are missing.

### Bills and Payouts

CATEGORY	CAP AMOUNT	NET PAYMENTS	BALANCE REMAINING
► Counseling	\$3,000.00	\$0.00	\$3,000.00
► Medical	\$15,000.00	\$0.00	\$15,000.00
► Funeral	\$6,000.00	\$0.00	\$6,000.00
► Economic Support	\$10,000.00	\$0.00	\$10,000.00
► Crime Scene Sanitization	\$1,500.00	\$0.00	\$1,500.00
► Counseling - IFM	\$3,000.00	\$0.00	\$3,000.00

See the summary of the Payouts

### Letters Sent to Victim / Claimant

No letters have been sent to the Victim/Claimant.

1

View letters that have been sent

### Authorized Claim Users

View Authorized Claim Users

# Victims Comp Portal Resource Guide

## Applications



All roles will be able to access the applications area.

### 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 Packet Submission**

There are three convenient ways to submit an Application Packet

**Complete an Online Application, Upload Required Documents & Submit**

- Expedited Processing
- Avoid Mailing or Faxing
- Save and resume completion of the application at a later time, if needed

Select an application to complete online:

- Crime Victims Compensation Application
- Forensic Medical Examination Application
- Forensic Interview Application

**Upload an Application Packet as a PDF & Submit**

Select an application to upload:

- Crime Victims Compensation Application
- DUI Memorial Application
- Forensic Medical Examination Application
- Forensic Interview Application

**Mail an Application Packet**

Mail the complete application packet to:

**Criminal Justice Coordinating Council**  
 Victims Compensation Division 104 Marietta  
 Street NW, Suite 440 Atlanta, GA 30303

+ CONTACT

If you have any questions about submitting applications online, do not hesitate to contact us.

**Online Application Submission Status**

Victim Name	Date of Birth	Internal Reference #	Claimant Name	Claim Type	Date Created	Signature Requested	User Created By	Required Documents	Signatures Collected
Cameron Diaz	6/12/77			FME	8/14/18	8/17/18	Dannelle Lewis	✘	✘

### 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

# Victims Comp Portal Resource Guide

## Online Application Submission Status

You can filter on the text and export the applications to a CSV file

Filter all columns Export

Victim Name	Date of Birth	Claimant Name	Claim Type	Date Created	Signature Requested	User Created By	Required Documents	Signatures Collected
hellur dev	10/9/1950		FI	9/16/2017		Portal Test Provider/Advocate	✓	✗
Sam Davies			VC	9/19/2017			✗	✗
jl lawson	9/27/2015		FI	9/28/2017	9/28/2017	Portal Test Provider/Advocate	✓	✓
Davis Sam	9/1/2017		FI	9/19/2017		Portal Test Provider/Advocate	✗	✗
asdf asdf	9/1/2017		FI	9/25/2017	9/28/2017	Portal Test Provider/Advocate	✗	✓
asdf asdf	8/3/2017		FI	8/31/2017	9/5/2017	Portal Test Provider/Advocate	✗	✓

All Columns are sortable

The required documents have not been attached

All signatures have not been collected

## Victims Comp Portal Resource Guide

### Administration



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

## Victims Comp Portal Resource Guide

**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.

### Portal Role Actions table

Action	Portal Roles			
	Contractor	Provider	Agency Advocate & VWAP	Agency Administrator
View/Start/Submit Applications	Yes, but can view only their own applications	Yes	Yes	Yes
View Bills	No	Yes	No	No
View and Manage Claims including documents and Letters	No	No	Yes (if organization is set as referring agency)	No
Manage organization Users	No	No	No	Yes
Submit Feedback	Yes	Yes	Yes	Yes

### Standard Permission settings table

Roles	Portal Roles			
	Contractor	Provider	Agency Advocate	Agency Administrator
Nurse Contractor/Social Worker	X			
Medical Provider or Service Provider Billing /Finance		X		
CAC/SAC/RCC		X	X	
Prosecutorial Advocate			X	
Medical Provider/ Service Provider Administrator		X		X
CAC/SAC/RCC Executive Director		X	X	X
Prosecutorial Advocate Director			X	X

**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;

## Victims Comp Portal Resource Guide

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.

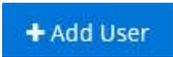
My Contacts table will display basic contact information.

My Organization's Contacts <span style="float: right;">+ Add User</span>						
First Name	Last Name	Best Phone	Last Accessed Date	Email	Status	Action
Chrome	TestUser	404-222-4242		chrometestuser@gmail.com		
David	Adams	404-999-9999	08/23/2017	davidsizer@gmail.com		
David	Miller	404-988-5695	08/23/2017	david.sizer@slalom.com		
David	Smith	231-232-1131		david333@gmail.com		

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 will 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.

## Victims Comp Portal Resource Guide

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**

The screenshot shows a form titled "ADD USER" with a close button (X) in the top right corner. The form contains the following fields and controls:

- First Name \***: Text input field.
- Middle Name**: Text input field.
- Last Name \***: Text input field.
- Suffix**: Dropdown menu with "Suffix" selected.
- Best Phone \***: Dropdown menu with "Cell" selected and a text input field.
- Alternate Phone**: Dropdown menu with "Cell" selected and a text input field.
- Fax Number**: Text input field with "Fax Number" placeholder.
- Email \***: Text input field with a question mark icon.
- Preferred Communication Method \***: Dropdown menu.
- Portal Role**: Text input field with a question mark icon.
- User on**: Text input field.

At the bottom right, there are three buttons: **SAVE** (dark blue), **SAVE AND SEND REGISTRATION** (grey), and **CANCEL** (white).

### 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  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*

## Victims Comp Portal Resource Guide

**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.*

## Victims Comp Portal Resource Guide

---

# 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

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

### Finance/Billing Team – 1<sup>st</sup> 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 [victimscmpportal@cjcc.ga.gov](mailto:victimscmpportal@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

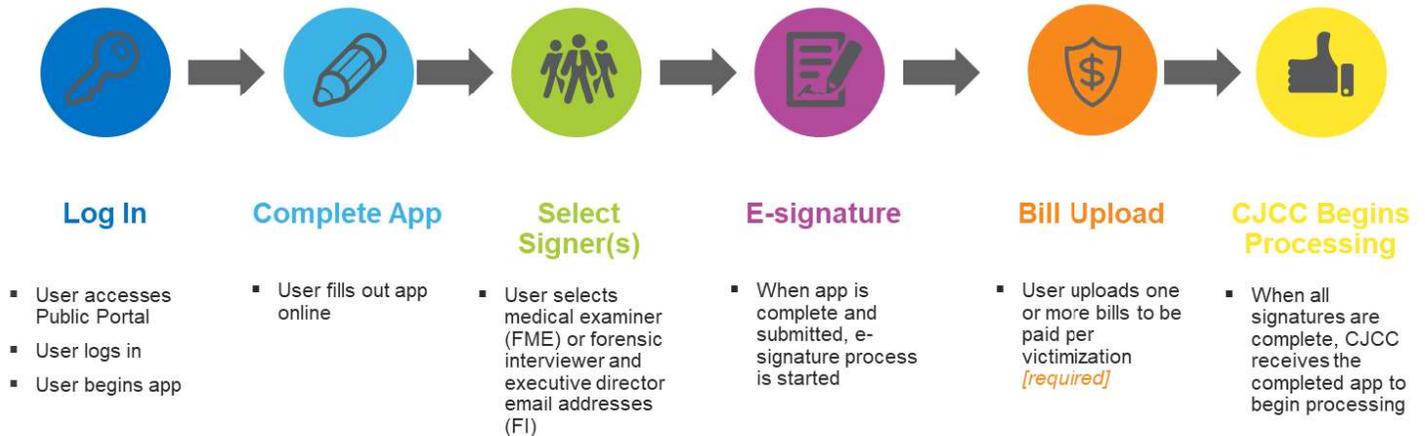
Each of the online applications follow the same general paper-based process and assume that one individual (in most cases) will complete an application, obtain the signatures, then hand off to finance/billing to create the bill and submit to CJCC.

## Victims Comp Portal Resource Guide

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.

PROCESS

### High Level Overview



### 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 – 1<sup>st</sup> actions

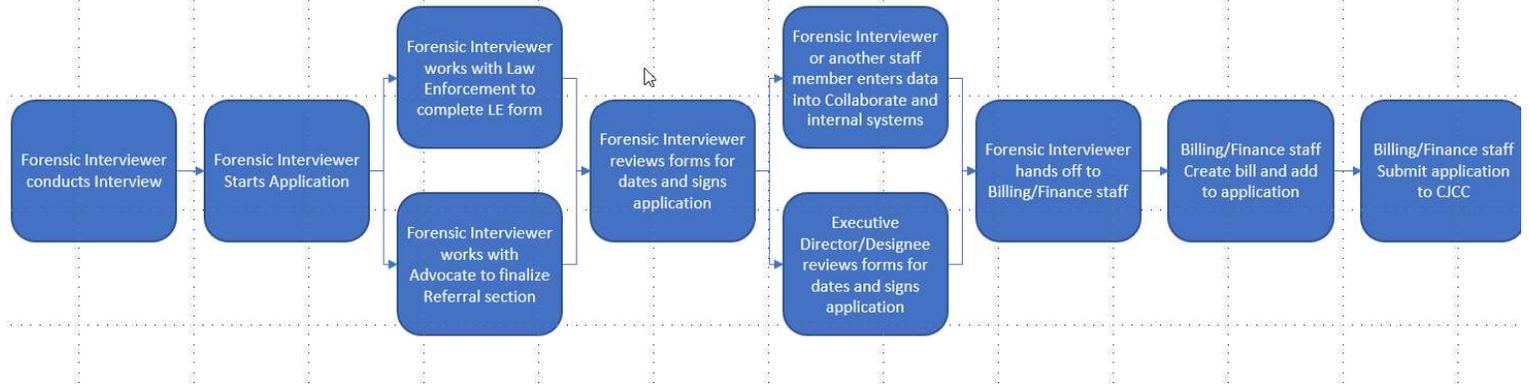
Gather the individuals together that are involved in the Forensic Interview process. One of the key differences for the between the paper-based and online FI application is the FIRD is built into the FI application.

Review who will be starting the application, completing the referrals, signing and uploading the investigative document and bill.

## Victims Comp Portal Resource Guide

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 1<sup>st</sup> 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.

**Remit To** In this section, please indicate the facility or individual who should receive payment and claim updates.

Internal Reference Number  ?

Amount Billed for Interview

Account #:  ?

\* Select your remittance location

[<< BACK](#) [SAVE DRAFT APPLICATION](#) [CONTINUE >>](#)

## Victims Comp Portal Resource Guide

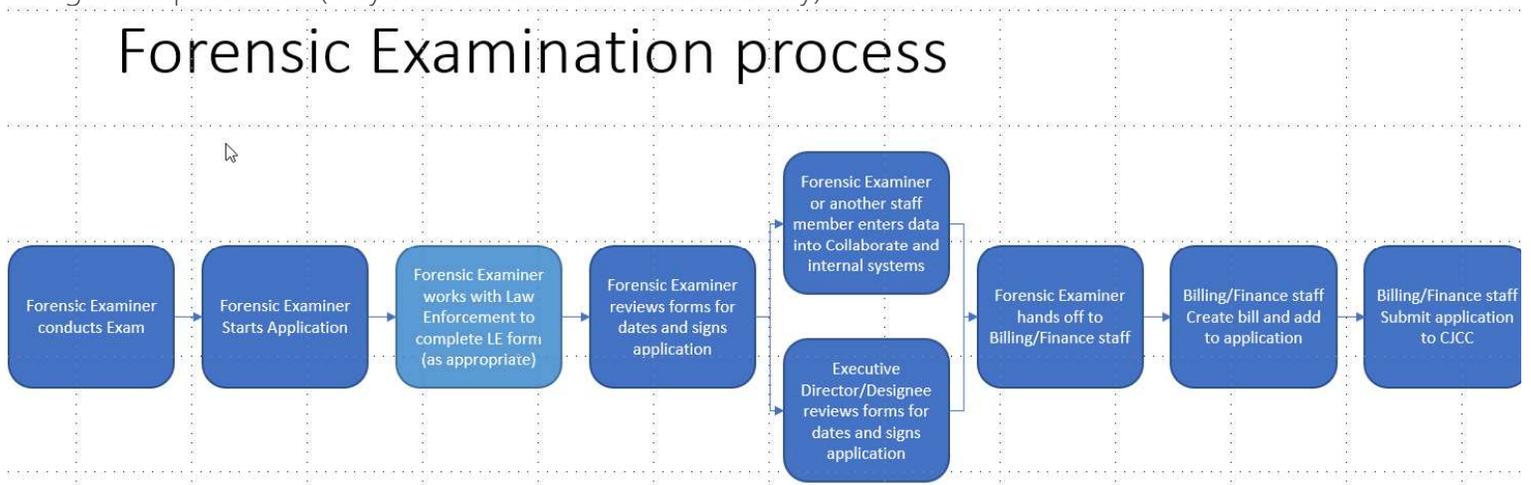
### Forensic Medical Exam Team – 1<sup>st</sup> actions

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)



### 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

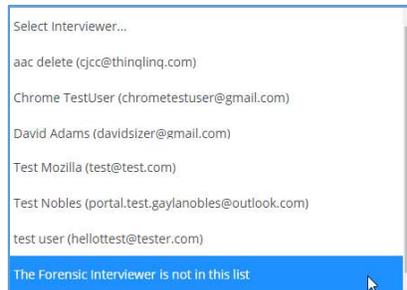
If you do not know the date of crime or the date of crime was a range, enter the last possible date of occurrence. For example, if the crime was in 1<sup>st</sup> quarter of 2017, enter 3/31/17 as the date or if the crime occurred between 2/15-6/29/17, enter 6/29/17

## Victims Comp Portal Resource Guide

### 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.

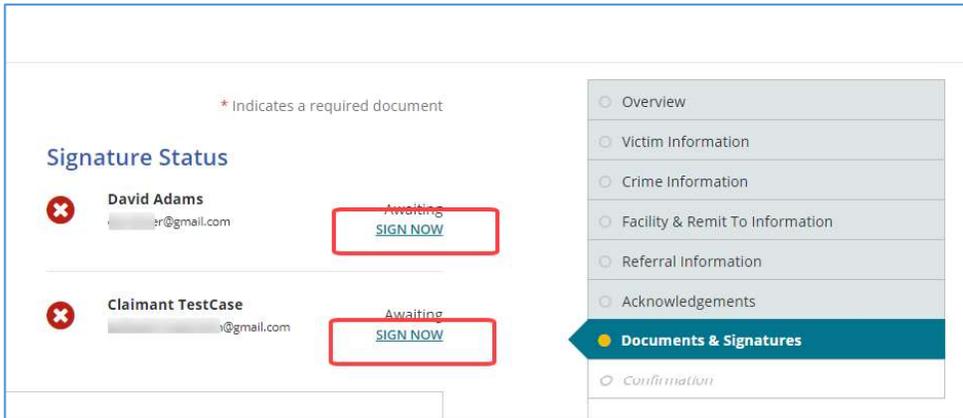
Two options to sign:

**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*

## Victims Comp Portal Resource Guide



## 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

	Date	
	Type a date	Select from Calendar
Microsoft Edge	no	yes
Chrome	yes	yes
Internet Explorer	no	yes
Firefox	yes	no

### 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 [victimscportal@cjcc.ga.gov](mailto:victimscportal@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.

## Victims Comp Portal Resource Guide

### 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 1<sup>st</sup> 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

## Victims Comp Portal Resource Guide

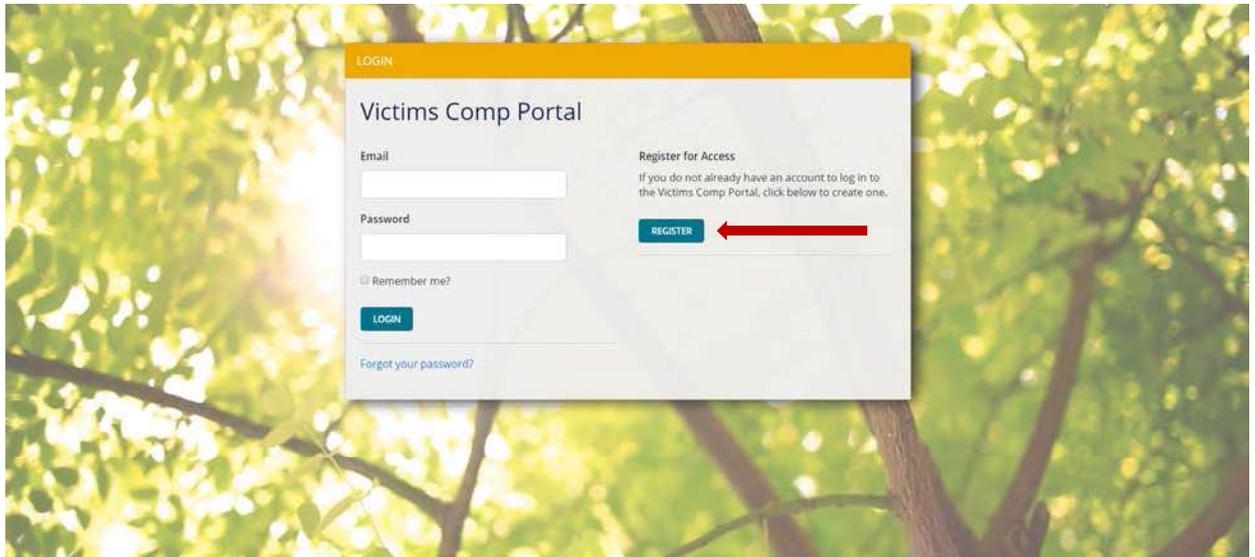
The Victims Comp Portal does not support submitting of supplemental applications or bills. These items should continue to be sent to CJCC via mail (e.g., USPS, hand delivery) or using CJCC e-fax.

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>



## Victims Comp Portal Resource Guide

**STEP 2:** Select the I am a Victim, Witness, or Claimant option and click Next

A screenshot of the "REGISTER" page on the Georgia Crime Victims Compensation Program portal. The page is titled "Registrant Information" and lists benefits of online access: "Submit an Application", "Save Draft Applications", and "Monitor Your Application's Status". Below this, there is a section for selecting a role. The role options are: "I am a Victim, Witness, or Claimant", "I am a Medical or Service Provider", and "I am a Victim Advocate". A red arrow points to the first option. At the bottom of the form, there is a blue "NEXT >" button, also indicated by a red arrow.

**STEP 3:** Complete all the fields on this screen and click Submit

A screenshot of the "REGISTER" page on the Georgia Crime Victims Compensation Program portal, showing the "Create Account" form. The form includes input fields for "Email", "First Name", "Last Name", "Password", and "Confirm password". To the right of the form, there is a "Password Requirements" box listing: "Minimum of 8 characters", "Must contain 1 Upper Case", "Must contain 1 Special Character", and "Must contain 1 Numeric". At the bottom of the form, there is a blue "SUBMIT" button, indicated by a red arrow.

# Victims Comp Portal Resource Guide

## STEP 4: Click on Find My Claim

The screenshot shows the 'My Applications' and 'My Claims' sections of the portal. A red arrow points to the 'FIND MY CLAIM' button in the 'My Claims' section.

## 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

The 'FIND MY CLAIM' modal form contains the following fields:

- Claim #
- Victim SSN (Last 4 Digits)
- Victim Date of Birth (format: mm/dd/yyyy)
- Date of Crime (format: mm/dd/yyyy)

Buttons: SEARCH, CANCEL

## STEP 6: Click on the Victim's Name to see claim details.

The 'My Claims' table displays the following data:

Victim Name	Claimant Name	Claim Type	Date Received	Status	Total Awarded Amount	Approved / Denied Date
John Doe	John Doe					

0 selected / 1 total

# Victims Comp Portal Resource Guide

**STEP 7:** After you click on the Victim's name you will be on a screen that looks like this.

**GEORGIA CRIME VICTIMS COMPENSATION PROGRAM**  
CRIMINAL JUSTICE COORDINATING COUNCIL

Welcome,

VICTIM: **John Doe** CLAIM STATUS: **New** **Your Claim Status**

**Contact us to remove DA access to your claim** **DISTRICT ATTORNEY (DA) ACCESS** **EMAIL ALERTS ON** **Turn off email alerts**

**Claim Information**

Claim Number	Claim Type	Claims Investigator	Date of Birth	First	Middle	Last	Court Case #
--------------	------------	---------------------	---------------	-------	--------	------	--------------

**Document Uploads** **Upload documents and/or see documents you uploaded**

DOCUMENT NAME	DESCRIPTION	DATE UPLOADED
Pending QCC Processing	Investigative Documents, Enclosure_Example.pdf	01/25/2019
Pending QCC Processing	Completed Application.pdf	01/25/2019
Pending QCC Processing	Itemized-Bill-Example.pdf	01/25/2019

**Bills and Payouts** **Payments made on your claim and remaining balance**

CATEGORY	CAP AMOUNT	NET PAYMENTS	BALANCE REMAINING
• Medical	\$15,000.00	\$0.00	\$15,000.00
• Counseling	\$3,000.00	\$0.00	\$3,000.00
• Funeral	\$6,000.00	\$0.00	\$6,000.00
• Crime Scene Sanitization	\$1,500.00	\$0.00	\$1,500.00
• Counseling -IFM	\$3,000.00	\$0.00	\$3,000.00
• Loss of Support	\$10,000.00	\$0.00	\$10,000.00
• Lost Wages	\$10,000.00	\$0.00	\$10,000.00

**Letters Sent to Victim / Claimant** **View letters sent to you regarding your claim**

No letters have been sent to the Victim/Claimant

**Authorized Claim Users**

First Name	Last Name	Email	Action
------------	-----------	-------	--------

## Invite Victim/Claimant to Portal

**STEP 1:** Log into the Victims Comp Portal: <https://victimscompportal.cjcc.ga.gov/Account/Login>

**GEORGIA CRIME VICTIMS COMPENSATION PROGRAM**  
CRIMINAL JUSTICE COORDINATING COUNCIL

**LOGIN**

**Victims Comp Portal**

Email:

Password:

Remember me?

**LOGIN**

**REGISTER**

[Forgot your password?](#)

**Register for Access**  
If you do not already have an account to log in to the Victims Comp Portal, click below to create one.

## Victims Comp Portal Resource Guide

**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.

**GEORGIA CRIME VICTIMS COMPENSATION PROGRAM**  
CRIMINAL JUSTICE COORDINATING COUNCIL

### Claim Search

Cameron Diaz  [ADVANCED 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.

Displaying results for "Cameron Diaz"

Claim No.	Victim Name	Date of Birth	Claimant Name	Offender(s)	Claim Type	Date Received	Claim Status
19-00060	Cameron Diaz	8/1/77	Cameron Diaz		VC	8/14/18	New / In Review

0 selected / 1 total

**STEP 3:** Scroll down to see the results of your search. Verify this is the Victim/Claimant you want and click on their name.

**GEORGIA CRIME VICTIMS COMPENSATION PROGRAM**  
CRIMINAL JUSTICE COORDINATING COUNCIL

### Claim Search

Cameron Diaz  [ADVANCED 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.

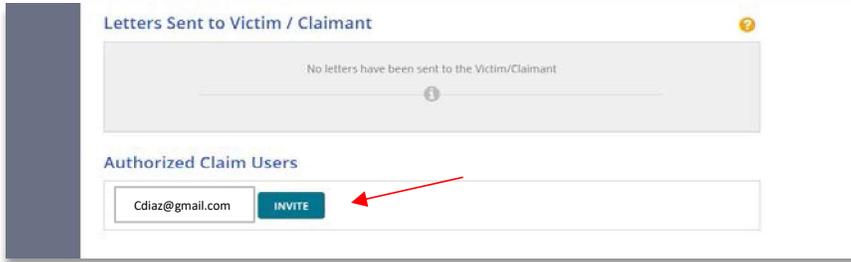
Displaying results for "Cameron Diaz"

Claim No.	Victim Name	Date of Birth	Claimant Name	Offender(s)	Claim Type	Date Received	Claim Status
19-00060	Cameron Diaz	8/1/77	Cameron Diaz		VC	8/14/18	New / In Review

0 selected / 1 total

## Victims Comp Portal Resource Guide

**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.

