Crime Victims' Compensation Information for Providers

Supporting Victims and Survivors of the Silver Rail Elementary School Incident

The Crime Victims' Compensation Program (CVC) is committed to helping victims access services following the Silver Rail Elementary School incident.

Billing and Reimbursement

When requesting payment, providers should submit:

- Billing statement (HCFA, UB92, or itemized bill);
- Insurance Explanation of Benefits (if applicable);
- Required treatment documentation (if applicable); and
- W-9 (if not already on file)

After insurance has been billed, CVC can assist with the remainder patient responsibility such as co-pays, deductibles, and co-insurance.

If Insurance is not applicable CVC reimburses medical services according to the workers' compensation fee schedule and counseling according to the CVC mental health fee schedule.

Workers Compensation Fee Schedule: https://wcd.oregon.gov/medical/pages/fee-schedules-forms.aspx

CVC normally requires an insurance EOB showing a denial of services. Because timely care is important for Silver Rail families, please contact us if insurance delays or coverage issues are creating a barrier to treatment.

Required Documentation:

- Mental health providers are generally not required to submit session notes unless specifically requested.
- Medication management services require chart notes.
- For Acupuncturists and Massage Therapists, the provider must be licensed, and we require chart notes for each date of service.

First Time Providers:

If you are billing CVC for the first time, please email a completed w-9 form and your contact information to providerinquiries@doj.oregon.gov. Please include:

- Provider Name:
- Organization or clinic name (if applicable)
- Billing contact name
- Phone number
- Email address
- Mailing address

Providing this information helps us set up your provider record and process payments as quickly as possible.

Respond to CVC Requests:

Please respond to all forms and communications sent by CVC.

Processing Timeline:

We will process your bill as quickly as possible after we receive all required documents. Our goal is to review all bills within 45-days of receiving all required documentation.

Using the CVC Portal

Providers can register for and use the CVC Portal to:

- search for claims,
- view claim status and payment information,
- view insurance information,
- upload bills, EOBs, chart notes, and treatment plans, and
- email for assistance on a claim.

CVC Portal: https://www.doj.state.or.us/crime-victims/crime-victim-compensation/cvc-portal/

For help getting started see the Provider Tutorial (PDF) for step-by-step instructions on using the portal: https://www.doj.state.or.us/wp-content/uploads/2023/12/CVC-Portal-Tutorial-Providers-12.2023.pdf

Insurance, Workers Compensation, and Barriers to Care

Use Insurance or workers' compensation benefits first whenever possible.

If a barrier exists, providers should contact CVC as soon as possible. CVC will review the circumstances and work with providers to support providing timely access to care whenever possible.

Questions?

Provider Inquiries: providerinquiries@doj.oregon.gov OR call 503-378-5348

Contact CVC if you have questions about billing, authorization, insurance coordination, or barriers to care. If a barrier is delaying treatment or reimbursement, we can help determine the best path forward.