

**OFFICE OF CLAIMS AND APPEALS
CRIME VICTIMS COMPENSATION BOARD**

FREQUENTLY ASKED QUESTIONS

- ***What statutes and regulations does the Crime Victims Compensation Board operate under?***
 - The Crime Victims Compensation Board currently operates under Kentucky Revised Statutes Chapter 49 and under Kentucky Administrative Regulations Title 802.

- ***Who are eligible Claimants/victims for purposes of receiving compensation benefits from the Board?***
 - KRS 49.310(1) outlines eligibility requirements for receiving compensation benefits from the Board. They are:
 - A victim of criminally injurious conduct;
 - A surviving spouse, parent, or child of a victim of criminally injurious conduct who died as a direct result of such conduct;
 - Any other person dependent for his principal support upon a victim of criminally injurious conduct who died as a direct result of such crime; and
 - Any person who is legally responsible for the medical expenses or funeral expenses of a victim.

- ***Can my crime related bills be sent to collections before my claim is investigated and decided?***
 - Yes, and in the event that they are, KRS 49.380 provides that: “[u]pon the filing of an application for a claim with the commission, all debt collection actions by a creditor or the creditor's agent, against the claimant for a debt or expense covered under KRS 49.370(3) and related to the substance of the claim shall cease pending a resolution of the claim by the commission, if the claimant: (a) Provides written notice to the creditor or creditor's agent that a claim has been submitted to the commission; and (b) Authorizes the creditor or creditor's agent to confirm with the commission the claimant's application with the commission and that the debt or expense upon which the collection action is based may be covered under KRS 49.370(3).”
 - To this effect, once a claim is accepted for review, a letter entitled Notice of CVCB Investigation will be sent to the Claimant and/or victim. This Notice of CVCB Investigation will need to be completed by the Claimant and/or victim and submitted to each of the creditors that the Claimant and/or victim has a debt to for crime related expenses.
 - This statute’s purpose is two-fold: to prevent the re-victimization of the Claimant and/or victim and to mitigate the negative impacts to a Claimant’s and/or victim’s credit when they cannot afford to pay their crime related expenses.

- ***Is filing a claim with the Board an automatic guarantee that my expenses will be paid?***
 - No. Filing a claim with the Board does not mean that payment on the expenses submitted for consideration is automatic. The Board is required to conform to KRS 49 and KAR 802 when determining eligibility for an award.

- ***When do claims need to be filed with the Board?***
 - All claims for crime victims compensation must be filed within five (5) years of the date of the criminally injurious conduct or the date that such conduct is learned. If, however, a claim is not filed within five (5) years, then good cause for the delay in filing must be shown.

- ***What are the requirements for receiving compensation for the Board for my expenses?***
 - If a Claimant and/or victim meets the criteria for eligibility provided for in KRS 49.310, the Claimant and/or victim must do the following:
 - Be an innocent victim of a crime or some type of conduct that could be charged as a crime. ***A conviction is not required.***
 - The incident must be reported to the appropriate law enforcement agency within forty-eight (48) hours of when the incident occurred. If the incident was not reported within forty-eight (48) hours, then a justifiable reason must be provided.
 - Claimants generally must cooperate fully with law enforcement and the prosecution. However, exceptions are made for victims of domestic violence, sexual assault, and human trafficking.

- ***What types of expenses are compensable by the Board?***
 - The following types of expenses are compensable: medical/dental expenses, funeral/burial expenses, mental health counseling expenses, lost wages, or loss of support.
 - Per policy, the Board may also grant awards for lost earnings constituting bereavement in cases of homicide for up to four weeks. Proof of employment/income, the Employment Verification Form, and all other elements of the claim are still required in order for bereavement to be paid.
 - Per policy, the Board may also grant awards for emotional support animals. The Board must find that the emotional support animal is medically necessary as a direct result of the crime, similar to all other awardable medical expenses, in order for payment to be made.

- ***What types of expenses are not compensable by the Board?***
 - Property damage or loss (with the exception of eyeglasses damaged or destroyed during the commission of the crime)
 - Expenses relating to court proceedings (fuel, parking, lodging, etc.)
 - Household living expenses (rent/mortgage, car note, utility bills, etc.)
 - Relocation expenses
 - Pain and suffering, emotional distress, and loss of consortium

- ***What information will I be required to furnish to the Board for my claim?***
 - Specific requirements will vary depending on what type of expenses the Claimant is requesting compensation for from the Board. Generally speaking, however, the requirements are:

- Completed claim form with all sections completed in their entirety, unless a section is marked as optional.
- Police report of the incident.
- Itemized billings from each service provider that the Claimant and/or victim is requesting compensation for. These include itemized medical bills, funeral service contracts, itemized counseling bills, etc.
- More specifically:
 - Medical/dental: see above
 - Funeral/burial: see above with the additional requirement of a copy of a life insurance policy in effect at the time of the victim's death, if applicable.
 - Mental health counseling: see above with the additional requirements of a Mental Health Counselor's Report (provided with the claim form) and a treatment plan from the mental health professional providing services.
 - Lost wages: completed and notarized Employment Verification Form and Physician's Statement (for claims where the lost wages were incurred due to physical injury and both of which are provided with the claim form). If a Claimant and/or victim incurred lost wages due to psychological trauma from the crime, then the Mental Health Counselor's Report, treatment plan, and itemized billings will be required. For lost earnings constituting bereavement, the Employment Verification Form is required.
 - Loss of support: documentation showing the amount of financial support that the supporter was bringing into the household at the time of victimization.
 - Emotional support animals: Prescription or recommendation from a mental health counselor, physician, or other licensed medical professional and the purchase or adoption contract or itemized receipt showing the purchase of the animal ***once preauthorization has been granted by the Board.*** Emotional support animals are limited to cats or dogs only.

□ ***What is the general claims process?***

- Once a claim is filed, the Clerk enters each claim into the database and assigns it a claim number. The Clerk drafts an acknowledgment letter, Notice of CVCB Investigation, and notification letter to the County or Commonwealth Attorney's Office in the event that criminal proceedings have begun against the individual(s) responsible for the crime and sends to the appropriate parties.
- The Clerk then assigns each claim to one of the investigators for investigation. The investigation of the claim involves but is not limited to: verification of balances due to service providers/insurance payments/Claimant out of pocket payments; discussion with law enforcement and the prosecution regarding the circumstances surrounding the crime; and obtaining additional information needed from the Claimant and/or service providers. The Clerk may also investigate claims as caseload dictates.
- Upon the completion of each investigation, the Clerk assigns each claim to one of the Board's three members for a preliminary review and the issuance of a Recommended Order.
- After the preliminary review, the Board's three members return each claim to the Clerk for placement on a future agenda for a final determination on the awarding or dismissal of a claim.
- Once a claim is set to appear before the Board, the Clerk mails the Board Member's Recommended Order to the Claimant and all other required parties. Each Claimant has fifteen (15) days with which to file

exceptions to the Recommended Order in the event that information is incorrect or if the Claimant disagrees with the recommendation for any reason.

- During the monthly Board meeting, the full Board will discuss the claim and any exceptions that may have been filed. Upon such discussion, and after being sufficiently advised, the full Board will render a Final Order. The Clerk then mails the Final Order to the Claimant and all required parties.
 - Upon receipt of the Board's Final Order, the Claimant has the right to appeal the decision by filing a petition for judicial review in either the county where the claim accrued or in Franklin Circuit Court within thirty (30) days from the date that the Final Order is mailed.
 - If a claim is awarded by the Board, payment information is drafted by the Clerk and is forwarded to the Finance Cabinet for processing. Treasury checks are issued and sent to the Clerk. The Clerk then enters payments into the database and mails the checks upon receipt.
- ***Does the Board have any caps on payments of claims?***
 - Yes. The Board is limited to rendering a maximum award of \$30,000.00 for all expenses that are submitted for a particular claim. Within that \$30,000.00 is a cap of \$7,500.00 for funeral and/or burial expenses. Funeral and/or burial expenses include funeral costs, monument, and a grave plot.
 - The Board is also limited to paying a maximum of \$300.00 per week for lost earnings or loss of support compensation. Lost earnings constituting bereavement are also limited to a maximum award of \$300.00 per week.
 - Awards for emotional support animals are limited to a maximum award of \$1,000.00.
 - ***How can I obtain a claim form?***
 - You can either go to the Board's website (kycc.ky.gov) and access the claim form there or you can call the Board's office at 502-782-8255 and one of the Board's staff will be happy to assist you. Please note that the Board does not possess the ability to accept claim forms completed online at this time.
 - ***How should I file my claim?***
 - There are several ways that a Claimant and/or victim can file their claim: walk-in, USPS or other mail delivery service, facsimile, or email to crimevictims@ky.gov. The Board's fax number is 502-573-4817.
 - ***Whom should I contact with any questions about the Board's Crime Victims Compensation Program?***
 - Programmatic questions regarding the Board's Crime Victims Compensation Program can be submitted to Executive Staff Advisor Raymond Shields at Raymond.shields@ky.gov / (502) 782-8255. Legal questions regarding the Board's Crime Victims Compensation Program can be submitted to Staff Attorneys Shelby Bevin-Sullivan at sbevinssullivan@ky.gov / (502) 782-3556; and Natalie Lile at Natalie.lile@ky.gov / (502) 782-1015.
 - ***Can a Claimant submit additional bills to the Board after filing the claim?***
 - Yes. Any additional bills that the Claimant or victim incurs subsequent to the crime, and are crime related, can be considered as well.