

DAVE SYSTEM

The **Dependable Access for Victims' Expenses (DAVE)** System is the automated web-based computer system used by VCAP staff, victim advocates, medical providers, and victims/claimants to enter, process and check the status of victim compensation claims.

VCAP staff:

The Program staff use DAVE to process virtually every facet of each claim.

Victim Advocates:

Victim advocates are able to input compensation claims on behalf of victims directly into DAVE via the internet. They can enter additional bills, order compensation materials, generate reports, or check claim status. Advocates play a critical role in decreasing the claims processing time. Filing electronically saves time since a paper claim needs to travel through postal mail and then wait for VCAP staff to manually enter it into the system. Electronically filed claims are received and in the system the moment the advocate hits the "Send Completed Claim to PCCD" button.

Advocates wishing to file claims electronically through DAVE may do so upon completion of a **basic compensation training via web-ex**. To receive DAVE access or to receive DAVE training, please call 800-233-2339 and ask for the DAVE Administrator and Trainer.

IMPORTANT: *Trained users receive a password to access the DAVE system. Passwords are for your use only and are confidential. Do not share your User ID/password or information about how you access this system with anyone. Violations or abuse of the procedures may result in the suspension or termination of your access to the DAVE system.*

Victim Advocate - Helpful Information

Checking claim status

Advocates can check information concerning any claim filed by their agency on a real-time basis. This means that when the claimant changes their address or phone number, or VCAP updates or changes any information regarding the claim, that information is immediately available for review by the advocate. Advocates can also use this process to track a claim's status as well as when assisting a claimant with any questions about his/her claim.

Ordering Compensation Materials

On the DAVE log in page, you may order materials (such as claim applications, handout pads, posters, etc.) to be delivered to your agency. There is no charge for this service.

Statistical Reports

Advocates will have access in the System to generate reports for claims filed with the Program. Advocates will only see claim specific statistics for claims submitted by their program. Advocates will also be able to view statistics relative to those claims submitted by the county they operate in, however, no identifying information will be available. Advocates will be able to enter a specific timeframe and DAVE will generate the relevant information, such as number of claims filed, type of benefit, amount paid by benefit and the type of victimization for claims filed by your agency or county. Advocates will only be able to view information for your specific agency and county, which DAVE will automatically pre-fill for each report. You will be able to retrieve all information pertaining to a claim as far back as DAVE's inception in January 2002. This will be very helpful to you when submitting quarterly reports on your agency's activities.

Medical Providers:

Medical providers have the capability to check claim status updates for bills submitted for compensation. To gain access to DAVE, they use their FEIN (Federal Employer Identification Number), also known as a Tax ID number, and a Personal Identification Number (PIN) that is assigned by the Program. Providers can obtain their assigned PIN by contacting the Program. Medical providers also have the capability to submit Forensic Rape Examination claims directly through DAVE. Providers can obtain access to the DAVE System to by calling 800-233-2339 and ask for the DAVE Administrator and Trainer.

Victims and Claimants:

Victims and Claimants Helpful Information

Claimants have 24-hour a day, seven days a week access to information on their compensation claim(s) through DAVE on a secured site on the Internet. This allows claimants the opportunity to view a list of documents needed to process the claim, review the claim's payment history, check on the status of provider bills submitted, see summary information on the claim, and change their address/telephone number (excluding domestic violence crimes for security reasons). **If a victim or claimant asks you how they can access DAVE, the following steps are needed:**

1. Log onto our secure website at <http://www.dave.pa.gov>
2. Click the Victim/Claimant Login button.
3. Enter the Claim Number and PIN Number, which had been assigned to the claimant by the Program and then click the Log In button.

4. Read and agree to the Program's Privacy and Security Policy Summary.
5. The first time the claimant logs in, he/she will be required to change the PIN number assigned to him/her by the Program and to select a new PIN number. Remind the claimant to select a PIN number that is easy for him/her to remember containing 4, 5 or 6 digits.
6. He/she will be given an opportunity to complete an optional section, which will allow the Program to assist him/her in the future if he/she ever forgets the PIN number. If he/she forgets the pin in the future, he/she can click the Forget Your Pin link and the Program will automatically email the number to him/her.
7. By clicking on Claim Details he/she will now be able to view the Claim Summary Screen, Documents Screen, Expenses Screen and Payments Screen.
8. Information about this site and how to view more details can be found by clicking on the Using This Site link.
9. Additional information is also available to him/her by selecting a link in the dark blue area on the left side of the screen. He/she may select a link to view the steps in the Claims Process, Glossary of Terms Frequently used by the Program and Frequently Asked Questions.