

Removal of View Current/Last Review Screens for Incompleteness Notices

- 1. Introduction.** Under the Settlement Agreement, the Court’s Order regarding the confidentiality of claim information and the policy adopted by the Claims Administrator after input from Class Counsel and BP on access by Class Members, their counsel, Class Counsel and BP to claims information, the Claims Administrator is not to disclose any information produced in or reflecting the findings by the Claims Administrator during the review of a claim until *after* we have issued an Eligibility or Denial Notice to the claimant on the outcome of that review. The Claims Administrator recently conducted an audit of all access processes. We have modified the system so that the View Current/Last Review screen will not appear on a claim with an Incompleteness Notice until after we have issued an Eligibility or Denial Notice on the claim.
- 2. View Current/Last Review.** Because we felt the information was helpful, we had been showing the View Current/Last Review screen to claimants, their counsel, BP and Class Counsel as part of the Incompleteness Notice for the claim through the Claims Events/Notices screen visible to law firms on their portals once a specific Incompleteness Notice was selected. However, some of the findings that may appear in this view are a product of our review of a claim and cannot be shown until after we have issued an Eligibility or Denial Notice on a claim. Accordingly, we have removed the View Current/Last Review button for Incompleteness Notices. That data formerly was located where the red box is below on this Claim Information screen shot:

Incompleteness Notice

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Claimant Information

Claimant ID: 1000	Name:
GCCF Claimant ID:	Business:
Taxpayer Type: Individual	Address:
SSN/EIN: *****	
Represented By:	Preferred Language: English
Portal User: N/A	

Claim Information

Claim ID:
Claim Type: Individual Economic Loss

View Documents

Incompleteness Notice

Click the Print/View Notice button to view the Incompleteness Notice. Print / View Notice

Current/Last Review: View

Deadline for Response: 04/29/2013 11:59 PM CST

We have reviewed this claim and cannot continue processing it because it is incomplete. If you wish to pursue this claim, you must read the Incompleteness Notice and submit all required documentation and/or information. If you fail to submit the required documentation and/or information by the Deadline for Response, we will deny your claim.

- 3. Data Available After an Eligibility or Denial Notice is Issued.** The View Current/Last Review button is available to the claimant or to counsel for a claimant after we issue an Eligibility Notice, Denial Notice or Incompleteness Denial Notice by clicking the Notices



tab, searching for a specific claimant or claim, clicking the Events/Notices button and selecting a specific Event. These screen shots illustrate how we display this data once we have issued an Eligibility or Denial Notice:

Claim Information					
Claim ID: Claim Type: Subsistence					
We have displayed Events below that allow you to track your claim through the claims review process. To view any Notice, click on the hyperlink or click the View button in the Status column. Clicking a hyperlinked Notice will take you to a screen where you will be able to view the Notice and provide a response from the available options. Notices posted using the View button do not have multiple response options, but you must respond in order for us to continue processing your claim. The View Date and User columns display the date and who first viewed the Notice. If the View Date and User columns are blank, no user has viewed the Notice.					
Event	Event Date	Response Deadline	Details	View Date	User
Withdraw Reconsideration Request - Eligibility Notice	01/31/2013				
Offer Accepted / Claimant Waives Right to Reconsideration	01/31/2013				
In Claims Review	01/31/2013				
In Claims Review	01/30/2013				
Reconsideration of Eligibility Notice Requested	01/30/2013				
Eligibility Notice	01/28/2013	02/27/2013 11:59 PM CST		01/28/2013	Lawfirm, 4

Claim Information

Claim ID:
Claim Type: Subsistence

Eligibility Notice

Click the Print/View Notice button to view the Eligibility Notice.

Current/Last Review:

You have three options for responding to this Eligibility Notice: (1) you may accept the Award Amount; (2) submit a Request for Re-Review, or (3) submit a Request for Reconsideration. You must submit a Request for Re-Review or Reconsideration no later than 30 days after the date of your Eligibility Notice.

Accept Award Amount. I waive my right to seek Re-Review, Reconsideration or submit an Appeal.

You must complete and sign the Full and Final Release, Settlement, and Covenant Not to Sue ("Release") that was attached to the Eligibility Notice and return it to us before you will be paid. You only need to submit one Release to get paid. That Release will be binding on you for all Settlement Payments

- Questions.** If you have any questions about the information in this Alert, please email Questions@dhecc.com, phone the Call Center at 1-800-353-1262, or visit a Claimant Assistance Center. Law firms should get in touch with their Law Firm Contacts for assistance.