

## After you apply

Once your application has been received by the Victim Compensation Bureau, we will order a copy of the police report. After the police report is obtained, the file will be assigned to a victim advocate.

It is the responsibility of the victim or his or her representative to inform the assigned victim advocate of bills, payments, and treatment and provide the advocate with copies.

The victim advocate will verify your documentation to ensure that the services were expenses eligible for compensation. The verification process includes obtaining treatment plans, bills and medical records. Your victim advocate may ask you for assistance in gathering these records.

Upon verification, the case will be submitted to the Victim Compensation Board and you will be notified by mail of their decision. It may take several months for the process to be completed.

## Keep in mind

It is crucial that you complete the signature forms on the application, because many providers require it before providing information about you. Not completing the signature forms will cause a delay in the processing of your application.

If you would like to communicate with your advocate via email, please provide him or her with your email address.

## Contributory conduct

The Victim Compensation Board may deny or reduce a claim if contributory conduct existed. Contributory conduct is defined as:

*the degree of responsibility for the cause of the injury or death was due to the victim's negligence or through intentional unlawful conduct that substantially provoked or aggravated the incident causing the injury...*

If the claim is denied, the Board will send a letter through certified mail with instructions on how to appeal the denied claim. The claimant has thirty days (including weekends) from the date the letter is received to notify the Victim Compensation Bureau of intent to appeal the denied claim. If the appeal letter is received, the victim advocate will contact the claimant to schedule an appeal date. If the Bureau does not receive the letter of appeal, the claimant forfeits the right to appeal.

## Closure of a claim

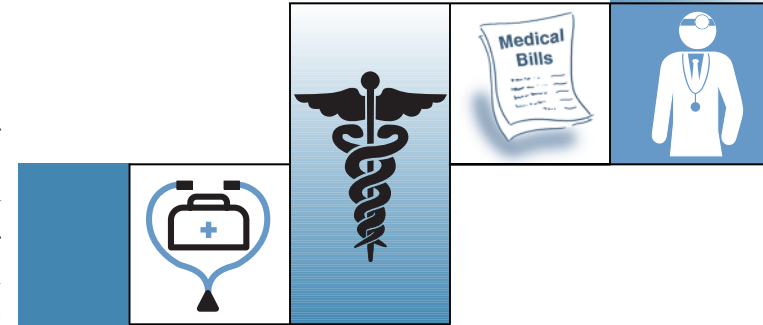
A "30 day" letter will be sent to claimants when all compensable bills submitted have been processed for payment or reimbursement. The letter requests that any additional crime-related expenses be submitted to the victim advocate. If no response to the letter is received, or no additional bills are submitted, the file will be submitted for closure. If necessary, the file can be reopened by calling (602) 506-4955.

A survey will be sent once a file is closed. The completion of this survey is greatly appreciated, as the feedback allows the Victim Compensation Bureau to further focus on the needs of victims.

### Maricopa County Attorney's Office

301 W. Jefferson — 9th floor  
Phoenix, AZ 85003  
602-506-4955

# VICTIM COMPENSATION PROGRAM



## Program criteria

The program cannot cover

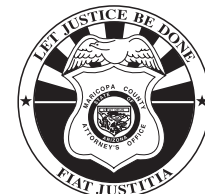
Required documentation

After you apply

Keep in mind

Contributory conduct

Closure of a claim



**ANDREW THOMAS**  
County Attorney



While the criminal justice system seeks justice for victims, criminal conduct imposes a significant financial hardship on the victims of crime. Victims of violent crime not only suffer physical harm at the hands of an attacker, but often bear the responsibility of paying for medical treatment and other costs caused by criminal activity.

In Maricopa County, when a crime victim has medical care costs that are a direct result of a crime, financial compensation is available to help pay for some of those expenses. And if the family of a murder victim cannot afford a funeral, funds are available to pay for these expenses.

The Victim Compensation Bureau at the Maricopa County Attorney's Office exists to help victims and their families deal with the financial harm caused by crime. The Bureau can help when lost wages, insurance deductibles, mental health counseling, and medical bills threaten to further traumatize crime victims.

By helping victims obtain assistance from the Victim Compensation Board, justice is served and innocent victims can begin the process of healing and rebuilding their lives.

Sincerely,

Andrew P. Thomas  
Maricopa County Attorney

### Program criteria

- The crime occurred in Maricopa County.
- The crime was reported to law enforcement within 72 hours of its occurrence or discovery, unless good cause existed to justify the delay.
- An application for Victim Compensation was submitted within two years of the crime, unless good cause existed to justify a delay.
- The victim or derivative victim willingly cooperates with law enforcement agencies.
- The victim or derivative victim suffered from physical injury or extreme mental distress as a result of the crime.
- The victim or derivative victim incurred economic loss as a result of the crime not covered by a benefit or collateral source that the person is entitled to receive.
- Additional program criteria exists. Your victim advocate will discuss these with you.

### The program cannot cover:

- Property loss or expenses
- Collisions ruled to be an accident
- Suicide
- Fraudulent schemes
- Forgery
- Identity theft
- Unpaid restitution
- Crime scene clean-up
- Rental expenses
- Fees or interest

### Required documentation

If you are requesting assistance under any of the categories below, include the following information or contact your victim advocate. The lack of information should not preclude you from submitting your application.

#### Medical or mental health

- Copy of insurance card front and back
- Name, address, phone and fax of each medical or mental health provider
- Itemized bills from each provider
- Receipts for provider bills you paid
- "Explanation of Benefits" from your insurance company for covered dates and each provider
- Signed application
- Prescription labels and register receipts

#### Wage loss

- Name, address, phone and fax of doctor/therapist to verify your inability to work for medical/mental health reasons
- Name, address, phone and fax of employer

#### Funeral expenses

- Itemized billing statements and receipts

#### Collateral source information

- Notify your victim advocate of any funds you receive from auto insurance, life or burial insurance, donations, loans or legal settlements
- If you are pursuing a lawsuit, please include the name, address, phone and fax of your attorney