

August 13, 2019

Greetings to All!

The staff of DCVC Processing Services Department works tirelessly to make sure that your claims are paid in a timely manner. We need your help to make this process work better for everyone!

- A large number of sexual assault protocols forms submitted to our office are missing required information, including:
 - a. The remittance address is missing or incorrect
 - b. The SANE signature is missing
 - c. The Victims signature is missing
 - d. The location of the crime or date of crime is missing
 - e. A page of the Protocol is missing (both pages of the Sexual Assault Protocol are required)
 - f. Incorrect forms are submitted. For example DCVC sometimes receives UB04's (these do not replace the Sexual Assault Protocol)
- All pertinent information is required on the Sexual Assault Protocol and cannot be omitted when requesting reimbursement from DCVC. We must deny or reject a claim, if it is submitted incorrectly thus delaying reimbursement.
- Please remember you have **180 days** from the date of service to submit a claim.
- ***NO VICTIM IN SOUTH CAROLINA SHOULD EVER BE BILLED FOR A RAPE EXAM, NOR SHOULD THEIR HEALTH INSURANCE. ALSO, NEVER SEND A RAPE VICTIM'S ACCOUNT TO COLLECTIONS. Please call or email R.Brockman@scag.gov for questions or concerns, regarding any billing issues.***

Note: Please forward this email to anyone you believe should be a recipient of the EBLAST! Or send us the email of someone who should receive the EBLAST! So we can add them to the list. Let us know if you do not want to receive the EBLAST!

Sincerely,

Ruth Brockman,
Claims Analyst

