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:
  - The remittance address is missing or incorrect
  - The SANE signature is missing
  - The Victims signature is missing
  - The location of the crime or date of crime is missing
  - A page of the Protocol is missing (both pages of the Sexual Assault Protocol are required)
  - 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