



Virginia Birth-Related Neurological Injury Compensation Program

TO: Admitted Claimant Families

April 22, 2025

RE: Program Claim Processing Update

FR: Dawn McCoy, MPP, Executive Director

Below is a brief, important update about claim reimbursement processing. Thank you for your patience as there are a few adjustments this and last week.

Program Administrator Change. As you may recall there are upcoming changes for claims currently processed through Benefit Plan Administrator (BPA). The transition to a new Administrator is underway with the Program staff and the new Administrator preparing for the May 8th transition date.

Our team recognizes how important timely reimbursement and clear communication are to you. The Program's team and the new Administrator are dedicated to ensuring a smooth transition with online, recorded, and hands-on training; a dedicated customer service (traditional business and after hours) – telephone, text, and website support; and a secure, encrypted system login.

Staff Changes. Last week there were some internal staff changes at the Program. These changes will not affect the claims process. To keep you informed, **Laura Esch, Leslie Rubio, Susan Connors** and **Billy Johnston** are no longer with the Program. The team remains fully committed to timely and accurately fulfilling claim reimbursements. Continuity planning has been implemented to ensure that all claim review and benefit requests proceed without interruption. Direct Deposits, health insurance premium payments, and claims have been scheduled without delay. In short, we are leveraging in-house expertise from the Program's Director of Finance and Investments, **Kan (Ken) Cheung**, and **Ronda Holloway**, our Director of Operations. Questions? Email the Program's finance team at finance@vabirthinjury.com.



Virginia Birth-Related Neurological Injury Compensation Program

Timesheet Submission. Please continue to send your timesheets and related claims to the Program's electronic Portal for processing. Given the recent staff departures, there is a slight processing delay for some direct deposit and checks this week. We expect all transactions to be completed by COB tomorrow.

Claim Submission as of April 22, 2025. For claims that you would have sent to BPA, please forward these to the Program office as of April 22, 2025, via U.S. mail or via fax to:

Virginia Birth-Related Neurological Injury Compensation Program
Claims Processing Team
7501 Boulders View Drive, Suite 600
Richmond, Virginia 23225

Fax: 804-330-3054

Trust Homes Management Change. For those admitted claimant families who reside in the 15 Trust Homes owned and managed by the Program, Chesapeake Wealth Management is transitioning from the current custodial and property management role, and a new entity will be named on May 1st.

In the interim, please direct your Trust Home maintenance and repair inquiries directly to **Alexander R. Smith**, Claims Manager, via email at asmith@vabirthinjury.com or telephone at 804-330-2471 x3094.

As with all Program services, please don't hesitate to contact me at dmccoy@vabirthinjury.com or 804-330-2471 x3071 or the team with any questions. You may find a staff list on the Program's website on the "Contact Us" page at <https://www.vabirthinjury.com/contactus/>. We appreciate your patience and support as we remain committed to serving you and your family with care and consistency.