

Dear Family,

First and foremost, thank you for your patience as we transition to the new Claims Administrator and claim submission processes. For the upcoming transition from the existing TPA (BPA) to the new provider, there will be additional correspondence forthcoming early next week. This communication serves to inform you about what you can expect during this time.

We will be sharing additional information about the process of submitting claims, obtaining prescriptions, and other related matters.

- May 5, 2025 - You will receive correspondence from the new Claims Administrator, MC Innovations/Rising, regarding the next steps for onboarding admitted claimant families into the new Claims Administrator's secure system.
- May 8, 2025 - Onboarding claimants with the new Claims Administrator starts.
- May 8-31, 2025 - Families will have additional telephone support (business/after hours) as well as web and text-based notifications (English and Spanish languages).
- May 8 - 31, 2025 - The Program will continue to provide claim reimbursement payments to families entirely through mailed checks (no direct deposit) in the interim to allow for those who opt for direct deposit to get set up by June 1, 2025.

Next Steps. You will receive additional information as the transition progresses. The implementation will occur in stages so that this process does not overwhelm you. To assist you through the onboarding and transition, the following resources will be made available to you:

- Virtual webinar training (daytime/evenings).
- Customized 1:1 support and telephone customer service.
- During the transition, please forward claims you previously sent to BPA directly to the Program by mail at 7501 Boulders View Drive, Suite 600, Richmond, VA 23225, or by fax at (804) 330-3054, instead of having them sent to BPA in the interim. For claims submitted to the Program previously, continue submitting those to the Program through the Program's Portal (or via fax at (804) 330-3054) until you receive instructions for submitting them to the new Claims Administrator.

Please contact our team at (804) 330-2471 and directly via the list found at our website at Contact Us. Thank you.

Sincerely,

Virginia Birth-Related Neurological Injury Compensation Program