



IMPORTANT NOTIFICATION

VIRGINIA BIRTH-RELATED NEUROLOGICAL INJURY COMPENSATION PROGRAM

May 5, 2025

Dear Admitted Claimant Family,

The Virginia Birth-Related Injury Compensation Program (Virginia Birth Injury Fund) (VBIF) has retained MC Innovations (MCI) and Rising Medical Solutions (Rising) to assist VBIF in collecting documentation and processing payments for services related to your claim. As previously notified by VBIF, effective May 8, 2025, Benefit Plan Administrators, Inc. (BPA) will no longer provide services. We are in the process of working with VBIF and transitioning the Program from BPA.

For the status of specific claim payment requests, please contact VBIF directly at (804) 330-2471 or via email at admasst@vabirthinjury.com. For reference, see attached document titled “Who do I contact regarding reimbursement requests? Rising Medical Services or Program?”.

As a reminder, claim payment requests for all claim payment types can be submitted through the VBIF Portal at the following link: <https://www.vabirthinjury.com/claimantportal/>. If you previously sent a request by mail to BPA, effective immediately, please send requests, along with all supporting documentation, to MCI-Rising at 5540 Falmouth Street, Suite 203, Richmond VA 23230.

To provide immediate assistance, please find attached/enclosed:

- **Instructions and form for re-enrolling in direct deposit** with Rising Medical Solutions
- **Quick Start Guide to help you get started in the new system**, which provides secure access 24/7/365 to your benefits administration information

As we finalize this new partnership in the coming days and weeks, please be on the lookout for the following communications:

- An email containing **instructions for setting up your secure login to Rising’s VISION™ claimant portal**; if you haven’t received this email by May 13, 2025, please contact Rising at 888-763-2455 or send an email to us at vbif@risingms.com. BPA has advised that you will continue to have access to MediConnX, while we transition your payment history to our system. The payment history is expected to be transitioned by the end of May.
- Correspondence regarding **pharmacy benefits management**; includes a welcome letter/text message and pharmacy card. As a reminder, this pharmacy benefit is a secondary program, and only covers medications related to your claim that are not covered by your primary health insurance.
- An **invitation to join one of our video training calls** (multiple date/time options will be available for your convenience); recordings will also be distributed for those who are unavailable to attend and/or to keep as on-demand refresher training.

DIRECT DEPOSIT INFORMATION: If you are signed up for Direct Deposit through BPA, you will need to submit a new direct deposit authorization form. Effective May 8, 2025, BPA will discontinue direct deposit on behalf of VBIF. You can sign up for direct deposit services through Rising at the following secured site: <https://www.risingms.com/enroll/>, or by completing the attached form and returning it to vbif@risingms.com or at the address on the form.

If you need assistance with your direct deposit enrollment or access to the VISION™ claimant portal, please call us at 888-763-2455 or email our customer support team at vbif@risingms.com. Customer support hours are 9am – 5pm ET Monday through Friday.

We look forward to serving you and your family.

Respectfully,

MC Innovations
5540 Falmouth St., STE 203
Richmond, VA 23230

Rising Medical Solutions
325 North LaSalle Street, Suite 600
Chicago, IL 60654

Si necesitas ver esta comunicación en español, utilice las herramientas de traducción disponibles en su navegador de Internet (es decir, configuración de preferencia de idioma y/o herramientas de traducción en vivo), en su teléfono móvil (es decir, Google Translate en dispositivos Android o Apple Translate en iPhone) u otros recursos de accesibilidad.

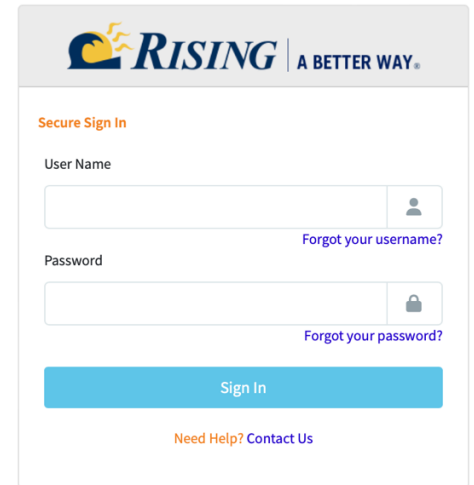
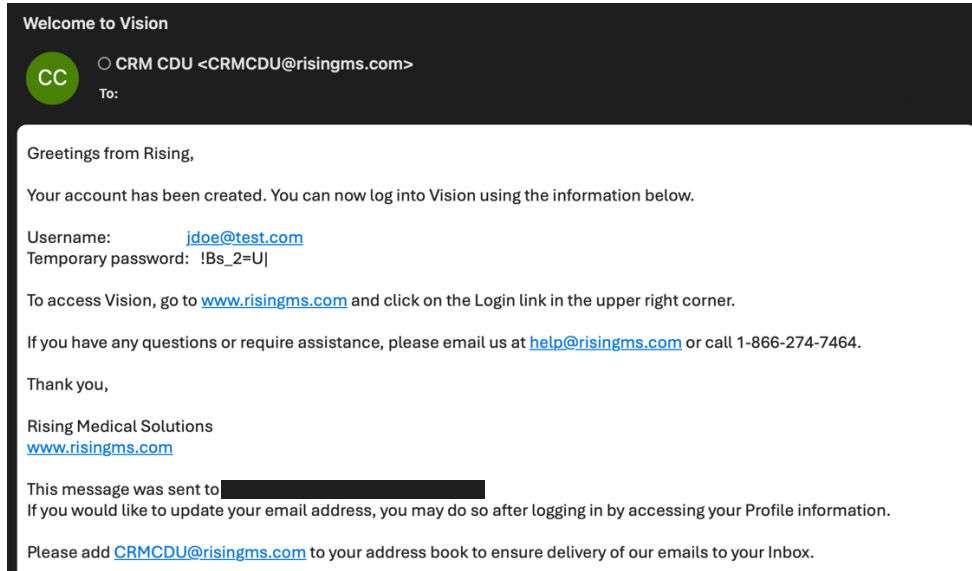
**Who do I contact regarding reimbursement requests?
Rising Medical Solutions or Program?**

	Rising Medical Solutions	VA Birth Injury (Program)
<i>Medical Expenses not covered by primary insurance</i>	X	
<i>Doctor Co-Pays</i>	X	
<i>Therapy Co-Pays</i>	X	
<i>Hospital Bills</i>	X	
<i>Prescriptions</i>	X	
<i>Diapers, Formulas, Wipes, Gloves, Pads, etc.</i>	X	
<i>Reimbursements for Agency/Attendant Care</i>		X
<i>Health Insurance Premium for Claimant Policy or Claimant portion of the Family or Parents' employee policy reimbursements</i>		X
<i>Over the Counter Supplies (Formula, Probiotics, Supplements)</i>	X	
<i>Augmentative Communication</i>		X
<i>Durable Medical Equipment (DME) (must be pre- authorized by Program)</i>	X	X
<i>Cell Phone Reimbursement</i>		X
<i>Postage Reimbursement</i>		X
<i>Mileage Reimbursement</i>		X
<i>Therapy</i>	X	
<i>Dental Care</i>	X	
<i>Van Insurance</i>		X
<i>Authorized Medically Necessary Travel over 100 miles from admitted claimant's home</i>		X
<i>Health Insurance Premium for Claimant Policy or Claimant portion of the Family or Parents' employee policy – to pay directly</i>		X
<i>Reimbursements for Family Care/Independent Care</i>		X
<i>Requests for housing benefits (Modifications)</i>		X
<i>Requests for housing benefits (Rent)</i>		X
<i>Requests for van benefits</i>		X
<i>Requests for Reimbursements for certain taxes and attorney's fees</i>		X
<i>Therapeutic toy reimbursement (up to \$300 each calendar year)</i>		X
<i>Grief/Funeral expense reimbursement</i>		X
<i>Any requests not specifically described here</i>		X
<i>Personal Property Tax</i>		X
<i>Self-Employee Tax</i>		X
<i>Long term Care</i>		X
<i>Family Counseling (matters related to caring for admitted claimants)</i>		X
<i>Wage benefit for admitted claimants</i>		X

Quick Start Guide | Claimant/Member Portal

1

After receiving your welcome email from Rising, **sign into Rising’s VISION™ portal** at the login link at the top right corner of Rising’s website (<https://www.risingms.com>) with the username and temporary password provided in your welcome email, a sample of which is shown below.



2

When you log in with the temporary password provided in the welcome email, you will be prompted to update your password and to select a security question/answer. To change your password at any time, go to the User Profile page, select the “Manage Password” option and follow the on-screen prompts.



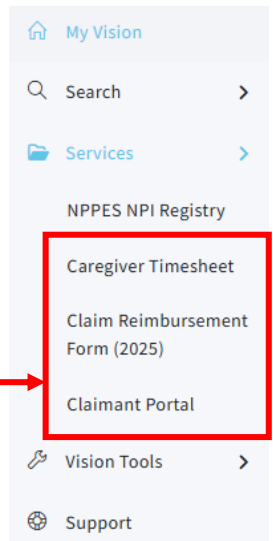
3

To view a list of payments that have been made or are pending, navigate to the “Account Ledger” tab on the “My Case” page of your claim in VISION™.

4

To submit expenses for processing by the Program, we also have provided direct access within the VISION™ portal (main menu on the left sidebar as shown here) to the following VBIF resources:

- [Caregiver Timesheet](#)
- [Claim Reimbursement Form \(2025\)](#)
- [Claimant Portal](#)



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If you have questions about logging in, navigating the site, or how something works, please review the training videos, email vbif@risingms.com, call 888-763-2455, or click the Help button in VISION™. Help is always just a click away!

Our Privacy Promise

Rising takes proactive and stringent care to safeguard your privacy and to ensure we are utilizing the most rigorous information security standards. As a result:

- We are fully compliant with all relevant HIPAA guidelines.
- We keep your information confidential at all times.
- We maintain multiple security certifications and conduct extensive security audits.

To learn more, select “Terms of Use” at the bottom of any page within our portal.

