



Virginia Birth-Related Neurological Injury Compensation Program

August 13, 2025

Dear Admitted Claimant Family,

We are excited to share that, through our collaboration with our new Claims Administrator, MCI Rising, an updated HIPAA-compliant Vision Expense Reimbursement Portal will officially launch on August 18, 2025. This secure and user-friendly platform will streamline the way you submit and track time sheets, claims, and reimbursements, while also ensuring your personal health information remains protected in accordance with HIPAA guidelines.

Direct deposits previously managed through the Program's prior Administrator will resume through MCI/Rising beginning on August 31, 2025. If you would like to sign up for direct deposit through MCI/Rising, please go to <https://www.risingms.com/enroll/>. The Program will no longer issue checks for claims processed through MCI Rising. While MCI Rising can issue both checks and direct deposit, express mail through the Program will cease as of September 1, 2025, unless the claimant initiates.

If you prefer to mail or fax your time sheets, please mail all documentation to 5540 Falmouth St Suite 203, Richmond VA 23230 or fax them to 877-259-7473. Emails will not be accepted through either the Program or the Administrator's email addresses. All timesheets for family care and independent care reimbursement requests must be submitted weekly, beginning with the launch on August 18, 2025, to ensure that all time sheets for all types of care for the same time periods can be compared with one another simultaneously to avoid duplicate payments and to ensure timely payment for agency care.

To ensure a smooth transition to this new platform for filing claims, training sessions will be offered to walk you through navigating the updated Visions portal. These sessions will cover key functions, such as submitting claims and tracking their status. Training dates and details will be shared soon with all admitted claimant families and posted on the Program's website. Please attend virtually once these dates are announced. If you are unable to attend the training sessions, a recorded training video will be posted within the secure Vision platform. Additionally, families will have the opportunity to participate in one-on-one training sessions with MCI Rising.

Questions? Please contact admasst@vabirthinjury.com or reach the Program at 804-330-2471.

Sincerely,

The Virginia Birth-Related Neurological Injury Compensation Program

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