



Virginia Birth-Related Neurological Injury Compensation Program

September 05, 2025

Dear Admitted Claimant Families,

Below you will find a list of Frequently Asked Questions (FAQ) to help address common inquiries. If you have any questions that are not included in this document, please reach out to admasst@vabirthinjury.com for assistance.

Contact Resource Guide:

<i>Rising Contact List</i>	
<i>For Families</i>	Phone : 888.763.2455 Email: vbif@risingms.com Fax: 804.348.0130
<i>For MCI Rx by Alius Health</i>	Phone : 844.661.4463 Email: pharmacysupport@aliushealth.com

Is the VISION™ HIPAA compliant?

Yes, the **VISION™** portal is HIPAA compliant, as there is a firewall and claims are encrypted to ensure the safety of your information.

How do I access the VISION™ Portal?

Please go to vision.risingms.com to access the portal to submit claims, submit documentation, check the status of your reimbursements, among other features to keep reimbursements organized.



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How do I set up a 1:1 or tutorial on VISION™?

Please reach out to Rising at vbif@risingms.com for inquiries regarding **VISION™** tutorials and schedule a 1 on 1 with a staff member. Please include your available times in your email to facilitate scheduling. You can also view the following training videos regarding how to submit a Caregiver Timesheet, Mileage Reimbursement Requests, and Expense Reimbursement Requests:

CLICK HERE TO ACCESS VIDEO: [CARETAKER TIMESHEET TRAINING](#)

CLICK HERE TO ACCESS VIDEO: [MILEAGE REIMBURSEMENT TRAINING](#)

CLICK HERE TO ACCESS VIDEO: [EXPENSE REIMBURSEMENT TRAINING](#)

Is an account already made for me, or do I have to create one myself?

If an account has already been created, you would have received an email from (CRMCDU@risingms.com) If you cannot locate the email or your account has not been set up, please email us at admasst@vabirthinjury.com.

Can multiple family members have separate logins for Rising?

All requests to add new family members must be authorized by the Program. The same email address cannot be utilized. To request a new family member be set up as an authorized user, contact VBIF. VBIF will provide the necessary information and authorization to add the new family member.

If the new family member is submitting expense reimbursement requests, and is the payee, they will need to enroll in Direct Deposit or submit a W-9. Please note that if you request a separate log-in, the new family member will have access to claimant Personal Health Information (PHI) and other family personal information.



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Is there one login per claimant, parent, or service provider?

Each admitted claimant parent or guardian receives a username and temporary password via email from CRMCDU@risingms.com. Service providers are not given access to **VISION™**. To have separate logins, each user must have a unique email address.

How do I reset my password?

To retrieve your username, on the VISON™ Login page, select “Forgot your username”. To reset your password, select “Forgot your password”. If you need further assistance, you can also click on "Contact Us", email Rising at vbif@risingms.com, or call Rising at 888.763.2455

How do I update my contact information?

Please reach admasst@vabirthinjury.com to update your contact information.

How do I submit a claim through VISION™?

After logging in, select “Services” from the menu on the left and click Submit Reimbursement. A form will appear where you can enter the payee, benefit type, and claim details. Once all fields are completed, click Submit and you will receive email confirmation. Below are links to the VISION™ training videos.

CLICK HERE TO ACCESS VIDEO: [EXPENSE REIMBURSEMENT TRAINING](#)

CLICK HERE TO ACCESS VIDEO: [CARETAKER TIMESHEET TRAINING](#)

CLICK HERE TO ACCESS VIDEO: [MILEAGE REIMBURSEMENT TRAINING](#)



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Can I submit zip files for reimbursement documentation?

Zip files are not accepted.

What should I do if my file exceeds the 100MB upload limit?

OPTION 1: Split the benefit reimbursement into two separate requests.

OPTION 2: In VISION™ select the Help Icon at the top (left). You can upload additional files up to 25 MB.

OPTION 3: Fax the additional documents to Rising at 804.348.0130

Are we required to use the portal? Can paper claims be mailed without additional data entry by families?

Please know that you are not required to use the Rising Portal to submit claim reimbursement requests. If you are more comfortable with paper-based methods, you can still submit your claims by fax or mail:

Fax: 804-348-0130

Mail: Rising Medical Solutions c/o MC Innovations, 5540 Falmouth Street, Ste 203, Richmond, VA 23230 [Attn: VBIF]

Submitting claims by fax and mail will result in longer processing times. If you submit your request by fax or mail and you do not see your request in VISION™ within 30 days, you will need to resubmit your request. Please ensure that you retain a copy of your documentation.



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How do I know if my request has been received?

You will receive a confirmation email that your request has been received which will include the benefit type and bill ID number.

How are reimbursements going to be made?

If you enroll in direct deposit, funds will be deposited into your account once payment is processed. If you do not enroll, you will be required to submit a W-9 for identity verification, and a paper check will be mailed to you by regular, U.S. mail.

Where can we add travel expenses other than mileage, for example, tolls, parking, lodging and meals?

Please select the Benefit Type - Travel Expenses- Lodging, meals, tolls, parking) under Submit Reimbursement.

Who should be listed as the payee?

For reimbursement checks, list the person or entity who will deposit the check.

Can we remove Payees from the list?

Currently, past payees cannot be removed.



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Why is the mileage rate incorrect in the training example?

The rates for 2025 have been updated.

Is there a way to duplicate rows in the reimbursement form?

Currently, the reimbursement form does not support row duplication.

Can I save a reimbursement form as a draft?

No, the reimbursement form does not currently support saving as a draft. You must complete and submit the form in one session.

How does direct deposit work and do I need to reapply?

If you have not enrolled since the transition to Rising, you must enroll. You can enroll for direct deposit at the following link: <https://www.risingms.com/enroll/>.

How often must I submit my family care and independent care timesheets to Rising to request reimbursement?

Timesheets are to be submitted weekly unless your child does not receive agency care. If your child does not receive agency care, you may continue to submit your timesheets once each month. You must; however, submit your timesheets on a monthly basis, at least to ensure efficient and accurate processing and to permit timely reimbursement, as well.



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Do agencies need to submit through Rising?

Agencies are not to submit invoices to Rising. The Program has contacted agencies and let them know that agencies will be submitting their invoices and timesheets to a secure email address at the Program. The Program has also advised them how to sign up for the new payment service. If any agency has any questions or concerns, they may contact agencysubmit@vabirthinjury.com. This information has been provided to them, as well.

Will the pay schedule be the same with the timesheet change?

Yes, families and caregivers will receive their payments on the same pay schedule.

Do I still submit Monthly Care Summaries when requesting family care reimbursement through Rising?

Yes, you will upload your completed Monthly Care Summary form through the Vision portal just as you would for any supporting documentation you provide for any reimbursement request you submit. You only submit it once per month with the timesheets that you submit at the end of each month if you are filing your timesheets weekly. If you are filing your timesheets once each month because your child does not receive any agency care, you will only need to provide the Monthly Care Summary as supporting documentation with your monthly timesheet submission. If you need the form, you can find it on the Program's website.

What if my child requires more than 40 hours of care a week?

The VISION™ Portal allows families to submit timesheets that exceed 40 hours of care per week. Families also have the option to include comments or attach documentation in support of their submission.



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Does each family member signing timesheets need a separate login to Rising to submit the family caregiver timesheets, or can they be submitted through a single login?

They can be submitted through a single login by selecting the other parent or guardian as the payee.

How can I handle caregiver timesheets if there is no option to copy or save as draft?

Currently, the caregiver timesheet system does not support copying or saving drafts.

Is there a way to copy previous timesheet submissions?

Currently, there is no option to copy previous submissions.

Are paper timesheets and supporting documents required?

For new family caregivers, waivers and certifications are required. Once family caregiving has been established, however, only the monthly care summary is required to be submitted once a month. For independent caregivers, document uploads are required. All forms are available on the Program's website.

Can you enter a reimbursement rate that is not on the Caregiver Reimbursement Rate sheet for Independent contractors?

Yes. You can add a rate that is not included on the Reimbursement Rate sheet. Please note that all reimbursement request are subject to review and approval by the Program.



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What Payee do I use for Caregiver timesheets - Family?

The family member submitting the request.

Where should I send my reimbursement request to?

Please refer to the attached document, titled "Who will process my reimbursement request?" This will help you determine where to send your reimbursement request. For benefit types sent to Rising, they will be adjudicated by Program staff. Rising can only assist with the VISION form, confirm the family's view in VISION, and provide status and payment details. For all other inquiries, please contact the Program.