



Virginia Birth-Related Neurological Injury Compensation Program

Dear Families,

Please see the survey below regarding our third-party administrator, MCI/Rising, and Vision Portal. Your feedback is important to us so please complete this at your earliest convenience.

On the scale questions, please consider 1 to be lowest amount of satisfaction, and 10 being the highest, 5 being neutral.

- 1.) On a scale from 1-10, how has your experience been with Rising's customer service?

- 2.) On a scale from 1-10, how satisfied are you with the claims processing time?

- 3.) What's has been the average processing time you have experienced?



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4.) On a scale from 1-10, how user-friendly is Vision Portal?

5.) What has your experience been submitting claims on Vision?

6.) On a scale from 1-10, how compatible and accessible has Vision been on your electronic personal devices?

7.) Do you feel this has been an improvement compared to the VBIF portal? How so?



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8.) Were there any delays you experienced? If so, please provide details below.

9.) Are there steps in the claims process that felt confusing or too time-consuming?

10.) Were instructions or error messages clear if something was missing or incorrect?

11.) What features do you wish the platform could incorporate?



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12.) What features have you enjoyed about the Vision Portal?

13.) On a scale from 1-10, how satisfied are you with the Vision Portal, thus far?

14.) How helpful was the Vision Portal Training and have you had concerns about Vision's HIPAA compliance?

Additional Comments: