

THE VBIF NEWSLETTER

The official newsletter of the Virginia Birth-Related
Neurological Injury Compensation Program



MEET OUR NEW NURSE

Read about Tammy Ratliff-
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WELCOME TO THE NEWSLETTER

Welcome to the Virginia Birth-Related Neurological Injury Compensation Program's monthly newsletter! Here, we'll share updates on program changes, new hires, benefit information, and more. Our goal is to foster open communication between the Program and the families we serve.

This newsletter will feature pieces from staff members, in their voice, to inform our Families about important or relevant points regarding the Program and its operations. The goal is to encapsulate the questions our families may have about the Program in an open forum for collaboration, and your input is important to us! If there are any topics you would like to see featured, please reach out to our Communications Specialist at csponce@vabirthinjury.com. We look forward to using this platform to give visibility to the care and hard work we do to serve your needs. Please help us to do our best for you.

THE PROGRAM'S NEW NURSE

With 29 years of nursing experience, Tammy Ratliff has dedicated her career to the compassionate care of infants and their families. Her clinical expertise spans neonatal intensive care, pediatrics, newborn nursery, women's health, pediatric hospice, and palliative care, with a focus on supporting both well and preterm infants while addressing the physical and emotional needs of patients and their families. She has also contributed to hospital and community programs centered on symptom management, quality of life, and family-centered support.

As a nurse with the Virginia Birth-Related Neurological Injury Compensation Program, Tammy anticipates the needs of admitted claimants and their families, enhances communication within the team, and serves as a clinical resource and advocate. Whether at the bedside or in broader care initiatives, she finds her greatest joy in supporting families and being a steady presence during life's most challenging moments. Please join us in welcoming Nurse Tammy Ratliff to our team!



COMING SOON: VBIF PARENT ADVISORY COMMITTEE

We're excited to share that VBIF is creating a Parent Advisory Committee to strengthen collaboration between families and the Program. This committee will bring together parent participants and Board representatives to share insights, provide feedback, and help shape initiatives that improve the claimant family experience. Our goal is to create an open, solution-focused space where parents can contribute ideas and partner with us in meaningful ways. We'll be sharing more details soon, including how parents can express interest in participating. We look forward to working together to make the Program even stronger for the families we serve!

DID YOU KNOW?

We understand that every family's journey is unique, and having the right support can make all the difference. That's why we encourage you to visit the **Program's Resources Page**. There, you'll find a variety of tools, community connections, and services designed to help you navigate challenges and access the support you need. Whether you're looking for local community groups, mental health resources, or practical assistance, our resource page is a great place to start. Engaging with these offerings can help you feel more connected, informed, and empowered.

One helpful resource is submitting a Medical Certification Letter to your utility company. Families who rely on multiple care devices at home can request priority service during power outages. To do this, please go to your utility's website, and locate "Medical Conditions." You'll need to complete a form with a physician's statement and signature to ensure the Medical Certification Letter is on file. If you're local to the Richmond, VA area, the link with the steps to follow can be found **here on Dominion's website**.

In addition to these resources, our Program staff is always available to assist you directly. The full list of staff contacts can be found **here**. Our staff is committed to supporting your family every step of the way. If you're facing challenges, have questions, or need help accessing resources, please don't hesitate to reach out. Your family's well-being is our priority, and we're here to ensure you feel supported, informed, and cared for.

WEBSITE UPDATES

We're excited to share that we are refreshing the Program's website, updating both its look and structure. The new design is HIPAA-compliant, mobile-friendly, and thoughtfully organized to make navigation easier for all users. While the website's domain and existing links will remain the same, you'll notice a cleaner, more accessible layout.

Before our updated website goes live, we'd love to hear from you! You can preview the new website **HERE** or by scanning the QR code below. Additionally, we invite you to share your thoughts, suggestions, or questions by filling out **this HIPAA-compliant survey** or by scanning the QR code below. Your feedback is essential to ensure the new design meets your needs. Thank you for helping us make this space more supportive and user-friendly for all families!



**Scan to preview
our new website!**

**Scan to provide
your feedback!**



PROPOSED INCREASE OF BENEFITS

In the most recent Board of Directors meeting on October 14th, the Board and Program discussed increasing benefit thresholds for items such as vans, van insurance, funeral expenses, toys, and family counseling to better reflect current economic conditions. Because benefit amounts haven't changed in several decades, the Program must follow a state-mandated regulatory process, which typically takes 18-24 months. We will keep families updated as this process progresses.

CLAIMS UPDATE

The Program is here to ensure our admitted claimants and their families are receiving their reimbursements. Since the transition from BPA to Rising as our third-party administrator earlier this year, some claims may still be processing. If you're waiting on a reimbursement, please let us know so we can help. The week prior from the October Board Meeting, the Program issued \$95,000 to admitted claimants' families after receiving 184 claims from BPA. Please help us continue this effort by reaching out to Program staff of anything outstanding so we can move forward into the future comfortably and confidently.

Vans and Housing – Alexander Smith
804-330-3054 Ext. 3094

Timesheets – Michelle Alvarez
804-330-3054 Ext. 3092

Durable Medical Equipment (DME) – Razaz Ali
804-330-3054 Ext. 3098

All other claims – Brianna Tocci
804-330-3054 Ext. 3099

All other inquiries – Charmin Davis
804-330-3054 Ext. 3093

THANK YOU CAREGIVERS!

November 13th is National Caregiver Appreciation Day and we would like to extend our thanks for being such a strong pillar in many vulnerable lives.