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Navigating the Crime Victims' Compensation Portal: Tips and Tricks for Success

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Crime Victim Services Mission Statement

To assist in the compassionate and effective delivery of crime victim services by offering information, resources, and financial assistance to crime victims and the organizations assisting them.

Who is a Victim?

- An individual who suffers physical or mental harm or death as a result of criminally injurious conduct.
- Note that every application has to have one victim, and only one victim.
- A victim may be a peace officer, firefighter or individual whose employment duty is to protect the public.

Who is a Claimant?

- An authorized individual acting on behalf of a victim.
- An individual who legally or voluntarily assumes the obligation to pay expenses.
- A dependent of a deceased victim.
- A family or household member of a victim who incurs certain expenses.

Note: an application can have multiple claimants, but only one victim.

CVC Goal

- The goal of CVC is to reimburse victims of crime for certain out-of-pocket expenses not reimbursed by other sources.
- The Office of the Attorney General (OAG) shall award victims and claimants compensation for pecuniary loss arising from criminally injurious conduct.

Eligibility Requirements

- A Texas or U.S. resident who becomes a victim of crime in Texas.
- A Texas resident who becomes a victim in a country with no Crime Victims' Compensation program.
- A Texas resident who becomes a victim of a crime defined as an act of terrorism committed outside the United States (as of 9/1/97).

Criminally Injurious Conduct

“Criminally injurious conduct” refers to crimes that:

- Are attempted or occur;
- Pose a substantial threat of personal injury; and
- Would be punishable by fine or imprisonment.

Crime Types

- Aggravated Assault
- Burglary
- Family Violence
- Homicide
- Sexual Assault (Adult, Child)
- Other

Not Required for Eligibility

- A social security number is not required for a victim to apply and be eligible for the CVC Program.
- However, a tax ID or social security number is a requirement to receive a payment.

Crime-Related Costs

- Medical Expenses
- Mental Health Care
- Funeral
- Loss of Earnings
- Loss of Support
- Relocation
- Travel
- Crime Scene Clean-up
- Child or Dependent Care
- Replacement of Seized Property

CVC Does Not Cover

- Lost or stolen property
- Car Repairs
- Pain and Suffering

Payer of Last Resort

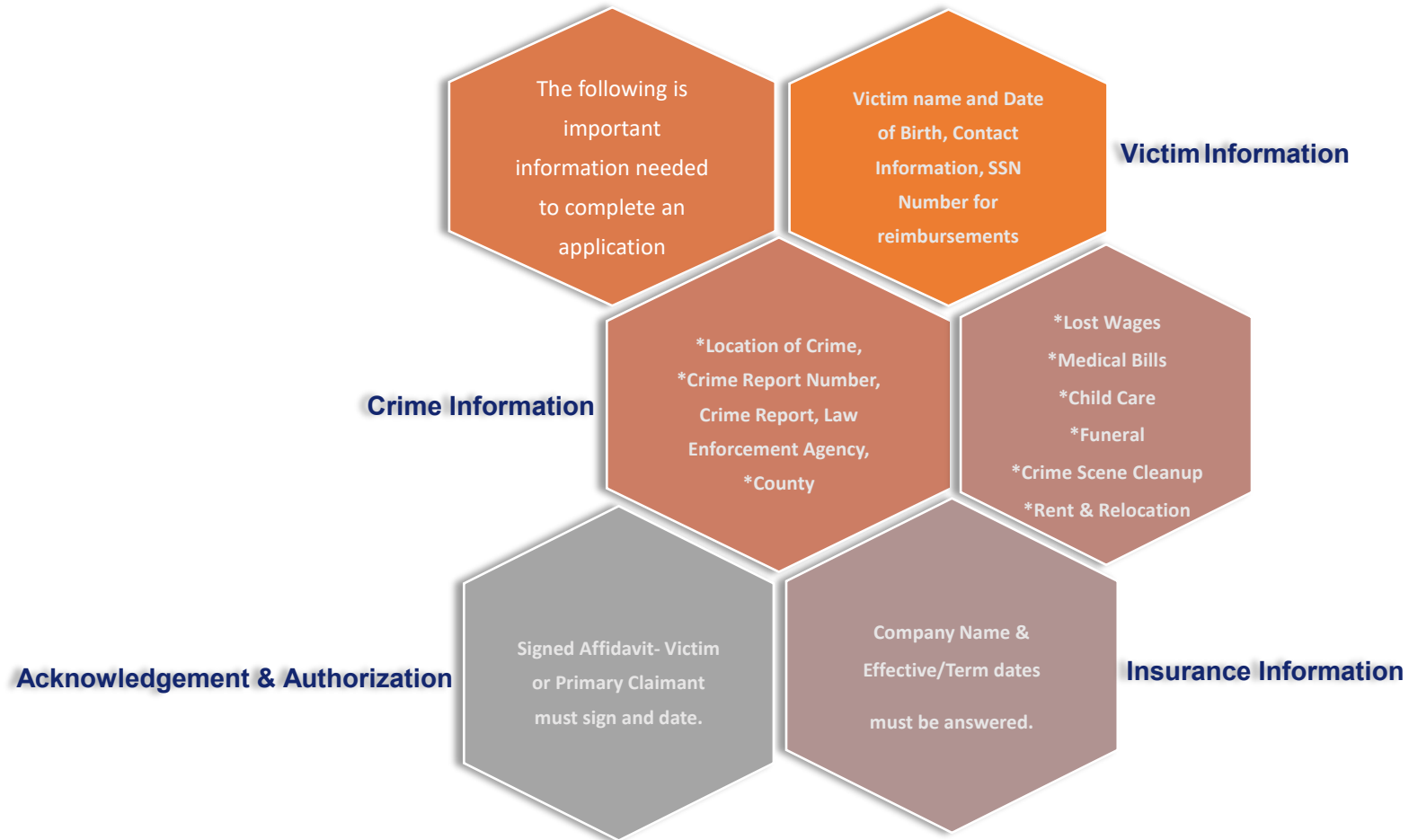
All collateral sources must pay first:

- Medicaid
- Private Health Insurance
- Medicare
- Texas Workers' Compensation
- Auto Insurance
- Settlements

Crime Victims Compensation Application

- The CVC application (English and Spanish) is available on the web portal.
- An application is considered complete and will be processed when it:
 - Is filled out in its entirety;
 - Is signed by a victim or a valid adult claimant;
 - Provides law enforcement information; and
 - Provides any other information requested by the OAG.

Important information



* Items that are important but not required to complete an application. Missing these items may cause a delay in the application process.

How to apply for CVC

- Apply via CVC Online Portal:



- Apply by mail:
 - Download an English or Spanish version of the CVC Application via OAG Website Crime Victim Services section.



- Mail the completed application to PO Box 12198 Austin, TX 78711.

Portal access by User

- Victim Account
- Advocate Account
- Law Enforcement Account
- Provider Account

Service Provider Access Types

- Provider access to the CVC Portal is limited to the following organization types:
 - **Victim Advocates** - Access provided to professionals to assist victims with the CVC application process.
 - **Law Enforcement Agency** - Access provided to local law enforcement crime victim liaisons and prosecutors' victim assistance coordinators to assist victims with the CVC application process.
 - **Medical Providers** - Access provided to a person or entity providing billed medical or forensic services to victims or claimants.

Crime Victim Portal

The CVC Portal is the online tool for victims, claimants, and victim service professionals to access applications and claim information for CVC, Emergency Medical Care Compensation, and Sexual Assault Exam Reimbursements.

The following table describes available actions in the portal based on the type of access granted.

ACTION	VICTIMS AND CLAIMANTS	VICTIM ADVOCATES	LAW ENFORCEMENT	MEDICAL PROVIDERS
Prepare and submit CVC applications	✓	✓	✓	
Upload supporting CVC application documents	✓	✓	✓	
Review payment status of CVC bills and applications	✓	✓	✓	✓*
Request reimbursement of the forensic costs of sexual assault exams conducted after 8/31/2019				✓

* *Once medical fee guidelines have been applied*

Creating a Service Portal Account

- To receive CVC Portal access, a designated organization account manager must submit a new organization application. Once the organization application is approved, the account manager will receive an email with instructions and a link to complete the account setup.
- The application will be submitted via DocuSign.

Medical Provider Account Application

Law Enforcement & Advocates Account Application

Additional User Access

Additional users can be added to the account **after** the organization application has been approved.

Medical Provider User Application

Law Enforcement & Advocates User Application

CVC Portal Account Help

- For assistance navigating the online portal or password reset, please contact our office at:
(800) 983-9933, Monday-Friday, 8:00am-5:00pm CST.
- Via email @ cvcpasswordreset@oag.texas.gov.
- It is important to keep the organization's account manager's information current. Only the organization account manager can request access for additional users.
- To update your organization's contact information, email cvcpasswordreset@oag.texas.gov.

Benefits of using the CVC Portal

- Quick application submission.
- Generated claim number once application is submitted.
- Digital upload of bills and documents.
- Check status of applications and bills.
- Notifications when items are paid.
- Correspondence not lost by mail or not legible by fax.

Status Legend

Application Status

- Received
- In Process
- Approved
- Closed
- Awaiting Information
- Denied

Bill Status

- Original
- Pending Information
- Ready for Vendor
- Pending Processing
- Incomplete
- Zero Paid
- Terminated

Coming Soon...

- Major provider portal upgrade.
- All CVC applications submitted by mail or fax will have access to view or submit information via portal.
- Updating victim information via portal.

For More Information

Office of the Attorney General
Crime Victim Services Division

CVC Program

P.O. Box 12198

Austin, TX 78711-2198

www.texasattorneygeneral.gov

(512) 936-1200 or (800) 983-9933