



**DEPARTMENT OF JUSTICE**  
Crime Victim and Survivor Services Division

**Information about Crime Victim Services**

**How long does it take to find out if I am eligible for Crime Victims' Compensation (CVCP)?**

Your claim will be determined in about 90 days. The Oregon Department of Justice receives over 6,000 applications for compensation every year. In order to determine if a claim is eligible for compensation the Department will review available police and medical reports. Requesting these documents involves multiple agencies and can take several weeks.

**What happens to my outstanding medical bills?**

You are financially responsible for your crime-related expenses. If your application for CVCP is approved, the program may be able to pay some or all of your crime-related medical expenses. If you have already paid some medical bills, CVCP will reimburse you for approved expenses. While you are waiting for a determination on your CVCP claim, contact your service providers to let them know you have applied for compensation through CVCP. Give them your claim number and our phone number (503) 378-5348. Some providers may still require you to make payment arrangements.

**If my claim is approved, what will Crime Victims' Compensation pay for?**

- CVCP will pay for treatment of crime related injuries. This may include medical or mental health expenses, funeral expenses, rehabilitation, loss of earnings and loss of support.
- In most cases CVCP pays providers directly. CVCP will only pay licensed providers.
- If you do have insurance, CVCP will pay out-of-pocket expenses, such as insurance co-pays or deductibles, for treatment of crime-related injuries.

**What do I need to do?**

- Contact CVCP if you change your phone number or address. **If we are unable to locate you the claim may be suspended or denied.**
- If we request additional information, respond within the allowed time. If you do not respond in time, your claim will be denied.

**How can I contact someone at Crime Victims' Compensation?**

You can request assistance through the Portal. You can call (503) 378-5348 or (800) 503-7983. You can email us at [cvssd.email@doj.state.or.us](mailto:cvssd.email@doj.state.or.us).

**OREGON DEPARTMENT OF JUSTICE  
CRIME VICTIMS' COMPENSATION PROGRAM (CVCP)  
MEDICAL/COUNSELING AWARD CONDITIONS**

➤ **CVCP IS “PAYER OF LAST RESORT” AND OTHER NOTICES**

By law, CVCP will only pay when victims or survivors have no other way to pay for crime-related expenses. Funding for CVCP is limited and meant only to cover the victim or survivor who does not have health insurance, or who has limited coverage for medical, counseling, loss of earnings, funeral or other expenses. If you are covered for your crime-related expenses by any other source (i.e., private health insurance, auto insurance, public assistance, restitution, civil suits, etc.), please let us know right away so that we can work with those sources and make sure the bills have been paid. If you receive money after CVCP has paid bills on your behalf, contact CVCP right away to talk about paying us back.

No payments will be made if the application is denied, if the counselor or medical provider is not licensed, if they do not bill CVCP within one year, or if you do not use your other sources for payment (insurance, medical cards, or restitution, etc.)

CVCP cannot pay for pain and suffering.

Property damage is not covered; however, in some cases CVCP can help with medical property (such as eyeglasses or dentures) which were lost or damaged during the crime.

➤ **COUNSELING TREATMENT**

The Department of Justice encourages you to go see a counselor if you are suffering from mental trauma after a crime. Sometimes even one or two visits with a counselor soon after the crime can help a lot.

CVCP can help with:

- Counseling for the victim
- Counseling for certain family members of children who were sexually abused
- Counseling for children who witness domestic violence
- Grief counseling for survivors (family members or people who were living with the victim at the time of death)

NOTE: Please let us know the name of your counselor right away. If the application is accepted, CVCP will start by approving 15 hours of counseling. If more sessions are needed, the counselor will need to ask for approval from CVCP. It is your responsibility, along with the counselor, to make sure that the counseling is related to the crime. If you change counselors, please contact CVCP and let us know the name of your new counselor.

➤ **APPROVED COUNSELING PROVIDERS**

CVCP can pay for counseling when given by one of the following:

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|---|----------------------------------|
| ➤ Medical Doctor including Psychiatrists (MD & DO)      | ➤ Psychologists (PHD & PSY'D)    |
| ➤ Marriage and Family Therapists (LMFT)                 | ➤ Clinical Social Workers (LCSW) |
| ➤ Psychiatric Mental Health Nurse Practitioners (PMHNP) | ➤ Professional Counselors (LPC)  |
| ➤ Qualified Mental Health Professional (QMHP)           | ➤ Psychologist Associate (LPA)   |

NOTE: If you have insurance that requires you to go to a counselor from a preferred panel, you must go to a counselor from the panel. If you do not, CVCP may deny payment or require that you change to a preferred panel counselor in order to also get help from CVCP.

➤ **APPROVED MEDICAL PROVIDERS**

CVCP can only pay for treatment of physical injuries which can be directly related to the crime. CVCP will only pay for services given by licensed health care businesses and professionals, including:

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|-------------------------------------|-------------------------------------|
| ➤ Ambulances, hospitals and clinics | ➤ Nurses and Physician's Assistants |
| ➤ Medical Doctors (MD & D.O.)       | ➤ Optometrists                      |
| ➤ Dentists & Oral Surgeons          | ➤ Naturopathic Doctor               |

**NOTE: If you want to see a chiropractor, physical therapist, acupuncturist, or massage therapist, your medical doctor must write a referral after the first 5 visits.**

➤ **CLAIM EXPIRATION**

Compensation will be paid until the award runs out, or until the claim expires, whichever comes first. For adult victims and survivors, the claim will expire three years from the date of the original order. For child victims and survivors, the claim will expire three years from the date of the original order, or when the child turns 21 years of age, whichever comes later.