1. **What assistance does this program provide?**
   This program assists innocent victims of violent crime (such as assaults, victims of a drunk driver, homicide, domestic violence and rape) with their medical and counseling expenses.

2. **How can I apply for this program?**
   You may apply by completing and notarizing an application and submit it to this program with itemized medical/counseling bills and copy of the law enforcement report. You may access application online at [www.ncdps.gov](http://www.ncdps.gov) or contact Victim Services at 800-826-6200 or 919-733-7974. Your information is kept confidential.

3. **How long does it take to be approved?**
   Each case is different. When an application is received, the average processing time is between 3-6 months. The claim must meet eligibility requirements. The processing time is reduced when the applicant attaches a copy of the law enforcement report and at least one itemized medical bill with the application.

4. **If the case is approved, will you send the money to me so I can pay the doctors?**
   When the claim is approved, payments will be sent directly to the medical providers. Out-of-pocket payments made by the victim/claimant (e.g., prescriptions and co-payments) will be sent to the victim/claimant.

5. **Does someone in victim services speak Spanish?**
   Yes, there is a Bi-lingual Victim Advocate on staff at Victim Services.

6. **I am a victim and I have not been able to work for a while, can I apply for loss of wages?**
   You may submit the application with proof that you were gainfully employed at the time of the crime and by physician’s note, stating the injured person was unable to work from ----- to ----- . When you report your income as cash, a tax return must be submitted.

7. **How can I apply for assistance for funeral expenses?**
   You need to submit a notarized application with a copy of death certificate, copy of itemized funeral bill, and copy of the law enforcement report.

8. **What about the crime scene clean-up? I was told that you may help with that too.**
You need to submit the itemized bill from a crime scene cleaning company. If approved, the program may assist.

9. **If the case is approved, do you send the payment to the family or to the funeral home?**
   If the case is approved our office will contact the funeral home to verify the balance. If the expenses have not been paid, the payment goes directly to the funeral home. The maximum amount paid is $5,000.

10. **Can funeral home notarize the application?**
    Yes. The funeral home cannot be the claimant but you can notarize the application.

11. **Can we fax the application?**
    Yes. However, the application must also be mailed and the notary seal should be visible. The original application must be received before an award can be made.

12. **A Medical provider receives a partial payment from VCS, when will the balance be received? Or can we bill the patient for the difference?**
    When the medical provider accepts 66 2/3 percent payment for a bill from this program, it is considered payment in full. The provider may not bill the patient for the remaining amount.

13. **Does the program pay for personal property?**
    No. Personal property (damaged or stolen) is NOT paid through this program.

14. **How is claim appealed?**
    Appeal requests (petition for a contested case hearing) are submitted to the:
    Office of Administrative Hearings
    1711 New Hope Church Road
    Raleigh, NC 27609.
    Call 919 431-3000 for assistance.
1. Does the Rape Victim program cover all of the hospital and physician expenses?

The program is only authorized to cover the expenses related to the forensic exam.

2. Should the hospital bill my insurance for the treatment related to the rape kit?

The provider should not bill the victims, their personal insurance, Medicaid, Medicare, or any other collateral source for the examination. Providers should not seek payment for the exam except from the program.

3. What can I do about the charges that are not covered by the Rape Victim Program?

Victims can submit an application for reimbursement of medical expenses beyond the forensic exam to the Crime Victims Compensation Commission for consideration of those expenses.

4. What crimes are covered by the Rape Victim Program?

- 1st Degree Rape and 2nd Degree Rape
- 1st Degree Sex Offense and 2nd Degree Sex Offense
- Statutory Rape and Statutory Sex Offense.