

Alert No. 2012-15

DHECC ALERT – 8/31/12

Change in Procedure for Award Acceptance and Release and Covenant Not to Sue

- 1. Award Acceptance Procedure.** Starting August 31, 2012, we no longer will require Claimants to submit an Award Acceptance Form to accept the payment amount contained within an Eligibility Notice. Instead, the Release and other necessary documents (“the Release Packet”) will be included as an attachment to the Eligibility Notice.

Claimants who are online DWH Portal (“Portal”) users can continue to click “Accept Award Amount” on the Portal to accept an award. All claimants, whether they are Portal users or non-Portal users, must return a fully executed Release Packet before we will issue payment. To accept subsequent awards, Portal users can continue to use the “Accept Award Amount” button on the Portal; however, non-Portal users must contact us and tell us that they wish to accept the award.

Non-Portal users may contact the Settlement Program to inform us they wish to accept an award in one of the following ways:

- (a) Call 1-800-353-1262.** Claimants must give the Claims Review Specialist their name, DWH ID, and Claim ID of the award they wish to accept. They must also indicate that they wish to accept an Eligibility Notice. CCC representatives must confirm that we previously accepted a signed Release from the claimant and enter the request for the acceptance of a subsequent award in Global Notes.
- (b) Visit a Claimant Assistance Center.** Claimants must give the Claims Review Specialist their name, DWH ID, and Claim ID of the award they wish to accept. They must also indicate that they wish to accept an award. The CAC representative must confirm that we previously accepted a signed Release from the claimant and enter the request for the acceptance of a subsequent award in Global Notes.

Once we accept a Release Packet, we will not include the Release Packet in any subsequent Eligibility Notices. However, until we accept a signed Release from a claimant, we will continue to include the Release Packet as an attachment to the claimant’s Eligibility Notices.

- 2. 30-Day Deadline to Request Reconsideration on Later Payments.** Claimants will continue to have 30 days from the date of an Eligibility Notice to request Reconsideration of their claim. If we have previously accepted a Release Packet and the Claimant does not submit a Request for Reconsideration Form within 30 days, we will issue payment automatically after 30 days have passed. **The automatic payment provision applies only if we have previously accepted a Release Packet.** If we have not received the Release Packet and the claimant does not Request Reconsideration within 30 days, nothing will happen until the Claimant submits a fully executed Release Packet.
- 3. Questions.** If you have any questions about this Alert, please email Questions@dhecc.com.