

MASSACHUSETTS
OFFICE FOR VICTIM
ASSISTANCE



VICTIM & WITNESS
ASSISTANCE BOARD

MASSACHUSETTS OFFICE FOR VICTIM ASSISTANCE

ONE ASHBURTON PLACE, SUITE 1101
Boston, MASSACHUSETTS 02108

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Frequently Asked Questions Boston Marathon Bombings

Financial Assistance

1. How do I file for Crime Victim Compensation through the Office of the Attorney General?

The Victim of Violent Crime Compensation Assistance fund is available to help pay crime related expenses incurred as a result of a violent crime occurring in Massachusetts. Please note that you do not have to be a resident of Massachusetts to apply for the program nor do you need to be seeking assistance only for services in Massachusetts.

The application can be found at www.mass.gov/ago/docs/victim/vcomp-app-marathon.pdf. Once the form is completed, please mail it to 1 Ashburton Place, Boston, MA 02108, or send by fax to the Victim Compensation & Assistance Division of the Office of Attorney General Martha Coakley at (617) 742-6262. For additional information please call the Victim Compensation & Assistance Division at (617) 727-2200, ext. 2160.

2. How can I apply for One Fund Boston?

One Fund Boston was established as a central depository for charitable contributions to benefit victims of the tragic April 15, 2013 Boston Marathon Bombings. The injured, their families, and the families of the deceased are asked to register with One Fund Boston so they can receive more information. The registration is on the web at onefundboston.org and, beginning at noon on April 24, 2013, toll-free at 1-855-617-FUND. June 15, 2013 will be the deadline to register for benefits.

The final protocol and claim forms will be available on onefundboston.org by May 15, 2013. Mailings will be sent out to potential claimants. Claims will be reviewed by June 30, when payments will be distributed.

3. What do I do if I do not have health insurance?

If you are a resident of Massachusetts and you do not have health insurance, you can apply for and purchase insurance through the Massachusetts Health Connector Board. You can apply for CommCare, the state's subsidized insurance program, in person at local hospitals or community health centers. You can apply for CommChoice, the state's non-subsidized program, online at the Connector's website at www.mahealthconnector.org/portal/site/connector, or by calling the Connector at 1-877-MA-ENROLL (1-877-623-6765).

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If you are a resident of Massachusetts and do not have enough income to pay your medical bills, Health Safety Net may be able to assist you with your medical hardship. If you are applying for medical hardship, you must file a Special Circumstances Application (SPCA) at a community health center or local hospital. For more information, please contact the Health Safety Net Help Desk at 1-877-910-2100.

If you are not a resident of Massachusetts, contact your hospital's financial office or billing department to discuss your options.

If you are having financial difficulty paying your medical bills, please contact the hospital's financial office or billing department directly to inquire as to whether any financial assistance is available. See Question 1 regarding how Victim Compensation may be able to assist with your bills.

If you are having trouble applying for health insurance or need other assistance, please contact the Office of the Attorney General's Health Care Division by calling the Health Care Hotline at (888) 830-6277, or by filling out a Health Care Complaint Form online at <http://www.mass.gov/ago/consumer-resources/consumer-assistance/health-care-complaint.html>.

Property

4. How can I claim property that was left at the site?

The Boston Police Department is in possession of property left behind at the scene of the Marathon Bombings. These items have been reviewed by investigators, and determined to have no evidentiary value, and therefore may be returned to owners. The FBI may be in possession of some belongings. To inquire about property individuals may email lostproperty.bpd@cityofboston.gov.

5. I was a runner in the Boston Marathon. How can I claim my baggage?

The Boston Athletic Association is in the process of mailing the runner's baggage from the Boston Marathon to each runner. For additional questions, please contact the Boston Athletic Association at (617) 236-1652 or info@baa.org.

6. How do I replace my Massachusetts driver's license or Massachusetts ID card?

A duplicate license or ID can be ordered on the RMV's website www.massrmv.com, by calling the RMV's Telephone Center at 857-368-8000 or by visiting a RMV Branch Office. The cost of a duplicate license or ID is \$25.00. For more information, visit: <http://www.massrmv.com/rmv/license/11lost.htm>

7. How do I replace my out-of-state driver's license or out-of-state ID card?

To replace your out-of-state driver's license or out-of-state ID card, you will need to contact the Department of Motor Vehicles from your state of residence.

Mental Health Counseling

8. Where can I find a listing of free mental health counseling services in Massachusetts?

The Massachusetts Office for Victim Assistance is an independent state agency that provides funding for agencies across the Commonwealth who provide direct services to victims of crime. A listing of these services can be found at www.mass.gov/mova. This list represents the immediately identified programs that may be available to assist victims of the Boston Marathon Bombing. Victim of Crime Act (VOCA) services are provided free of charge. Eligibility for services is determined by the identified program. This list may not be all inclusive of available services and is current as of 4/23/13. We will revise the list as additional services are identified. Should you have questions about the programs or need additional information, please feel free to contact MOVA at 617-586-1340 or mova@state.ma.us.

9. I am a victim of the Boston Marathon Bombings but do not live in Massachusetts. Who can I contact for referrals to services in my home state?

The Massachusetts Office for Victim Assistance has contacts across the country that disseminates Victim of Crime Act Funding which funds free services to victims of crime. For referrals to those agencies, please contact The Massachusetts Office for Victim Assistance at (617) 586-1340 or mova@state.ma.us.

The FBI has FBI Victim Specialists all over the country that can also provide you with information and referrals in your area. To access those specialists, please call 1-800-331-0075.

10. Where can I find a listing of support groups in my area?

The Massachusetts Office for Victim Assistance will continue to update its website with support group information. Please visit www.mass.gov/mova for the most up to date information.

Law Enforcement

11. How do I get in touch with an FBI specialist?

The FBI is the lead law enforcement agency responsible for investigating the bombings at the Boston Marathon on April 15, 2013. Crimes can have a devastating effect on victims and their families who may need assistance coping with the impact. Providing information and assistance to victims of the bombings is an important part of our work.

The FBI is legally mandated to identify victims of federal crimes that it investigates and provide these victims with information, assistance services, and resources. The FBI's Office for Victim Assistance (OVA) is uniquely suited to provide emergency assistance to victims of domestic and international terrorism and mass violence crimes due to its national and international scope and extensive experience in responding to more than 13,000 victims of these crimes.

If you were injured or witnessed the Boston Marathon bombings, you may be eligible for certain services and rights, including special funding to provide emergency assistance, crime victim compensation, and counseling. Additional information about these resources can be found at website links listed below. If you have not spoken to an FBI victim specialist, please contact the FBI Office for Victim Assistance at bostonmarathon.victimassistance@ic.fbi.gov, call the FBI Victim Assistance Call Center at 1-800-331-0075 or visit www.fbi.gov/stats-services/victim_assistance/seeking-victim-information/assistance-for-victims-of-the-boston-marathon-bombings.

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12. How can I get information regarding the criminal case against the defendant?

The United States Attorney's Office for the District of Massachusetts will be prosecuting the defendant. The U.S. Attorney's Victim Assistance Staff will provide information and assistance to victims throughout the prosecution process. This assistance includes information about victims' rights, the status of the case, referrals to community-based services, and court accompaniment. If victims have questions or need assistance, please contact the Victim Assistance staff via email at USAMA.victimassistance@usdoj.gov. A recorded line that provides information about the case can be reached at 888-221-6023; you will not be able to leave a message on this line. If you wish to speak to someone directly, please contact the [FBI Victim Assistance Call Center](#) at 1-800-331-0075.

The U.S. Attorney's Office will use the Department of Justice Victim Notification System (VNS), in addition to other means, to ensure victims are informed. This automated system provides victims with information by letter or email about scheduled court dates and the outcome of significant court events. In addition, victims may access case status information by calling the VNS Call Center at 1-866-365-4968 (1-866-DOJ-4YOU) or by accessing the VNS website site: www.notify.usdoj.gov. Access to VNS is limited to victims of the federal crime who have received VNS ID and PIN numbers from the U.S. Attorney's Office. It is important to have current contact information for victims, particularly emails and phone numbers, in order to provide timely notification.

13. I would like to thank a First Responder who assisted me. How can I get in touch with them?

A request to speak with a First Responder must be made by the victim and/or witnesses. Please call the Mayor's Hotline at (617) 635-4500.

Other Services

14. Where can I get free legal advice?

The Massachusetts Bar Association will offer individuals impacted by last week's bombing of the Boston Marathon free legal advice through its Dial-A-Lawyer program. Victims can access free legal assistance on Wednesday, May 8, and Thursday, May 30, from 5:30 to 7:30 p.m. EST by calling (617) 338-0610 or (877) 686-0711.

15. I have other needs that need to be met (food, clothing, etc.) Who can I contact for those resources?

The Red Cross may be able to meet any unmet needs. Staff will work with families to connect them with resources in the community. The nationwide Red Cross number that is accessible 24/7 is (800) 564-1234.

16. How do I apply for a disability placard or plate?

There is one application for Disability Passenger or Motorcycle Plates, Placards and Disability Veteran Plates. To download the application, visit: <http://www.massrmv.com/rmv/forms/disabled.htm>. Applications are available by calling the RMV Telephone Center. You can call one of the following two numbers, depending on where you are located:

- 857-368-8000 - From Massachusetts area codes 339/617/781/857 and From outside of Massachusetts
- 800-858-3926 - From all other Massachusetts area codes not listed above
- If you are in Massachusetts and are hearing impaired, call 877-768-8833.

The Telephone Center is open Monday-Friday from 9:00 AM until 5:00 PM except holidays. There are also more than 200 messages on policies and procedures available 24 hours a day. Applications are also available at all full service RVM branch offices. To locate a branch, visit: <http://www.massrmv.com/BranchMap.aspx>

Both the applicant and a Massachusetts registered and licensed physician, chiropractor or nurse practitioner must complete and sign the application. Take the completed form to the nearest full service branch office of or mail to:

Registry of Motor Vehicles
Att. Medical Affairs Bureau
PO Box 55889
Boston, MA 02205-5889
Phone: 857-368-8020
Fax: 857-368-0802

For a comprehensive list of disabled parking FAQs, visit: www.massrmv.com/rmv/medical/parkingFAQ4cus.htm