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# Social compensation case management services Provision for entitled persons

Heruntergeladen am 27.06.2025

<https://fimportal.de/xzufi-services/121396819/L100002>

Modul	Sachverhalt
Leistungsschlüssel	99107115148001, 99107115148001
Leistungsbezeichnung I	Social compensation case management services Provision for entitled persons
Leistungsbezeichnung II	Apply for case management within the framework of social compensation as a beneficiary
Typisierung	3 - Bundesaufsichtsverwaltung: Regelung
Quellredaktion	Nordrhein-Westfalen
Freigabestatus Katalog	fachlich freigegeben (gold)
Freigabestatus Bibliothek	fachlich freigegeben (silber)
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt mit Verrichtung
Leistungsgruppierung	Sozialleistungen (107)
Verrichtungskennung	Erbringung (148)
SDG-Informationsbereich	Rechte und Pflichten im Bereich der sozialen Sicherheit

Modul	Sachverhalt
	in der Union, auch im Zusammenhang mit Renten
Lagen Portalverbund	
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	04.07.2024
Fachlich freigegeben durch	Ministry of Labor, Health and Social Affairs of the State of North Rhine-Westphalia
Handlungsgrundlage	<a href="https://www.gesetze-im-internet.de/sgb_14/_30.html">https://www.gesetze-im-internet.de/sgb_14/_30.html</a> <a href="https://www.gesetze-im-internet.de/sgb_14/_30.html">https://www.gesetze-im-internet.de/sgb_14/_30.html</a>
Teaser	If you or a relative or loved one has suffered health problems as a result of certain events, you can make use of case management. Case management supports you through the application process and benefits procedure in an activating and coordinating manner. You can find out more here.
Volltext	<p>In case management, a case manager accompanies the beneficiaries through the application and benefit procedure in an activating and coordinating manner.</p> <p>Case management services are provided with the consent of the beneficiaries, which also includes the necessary data collection. Consent must be documented in writing.</p> <p>Eligible persons can receive case management.</p> <p>Case management includes in particular</p> <ol style="list-style-type: none"> <li>1. determining the possible need for assistance that has arisen as a result of the harmful event, taking into account the particular circumstances of the individual case,</li> <li>2. providing information on the social benefits available,</li> <li>3. assisting the beneficiaries with the aim of obtaining prompt and coordinated benefits, insofar as beneficiaries have or could have claims against other social benefit providers,</li> <li>4. assistance with the application process, information</li> </ol>

Modul	Sachverhalt
	<p>on the initiation and course of the social compensation procedure, 5. support during the social compensation procedure.</p> <p>Case management may include making contact with potentially entitled persons.</p> <p>If a needs assessment and a participation plan procedure are to be carried out, case management services are also provided.</p> <p>Please note that your regional association (LVR or LWL) will decide whether and to what extent you receive support.</p>
Erforderliche Unterlagen	<p>If necessary, you must provide evidence:</p> <ul style="list-style-type: none"> <li>• Evidence of the harmful event, for example: Indication of a harmful event or damage to health is sufficient</li> </ul>
Voraussetzungen	<ul style="list-style-type: none"> <li>• You or a relative or close person have suffered a health impairment in Germany due to a harmful event</li> <li>• The health impairment has resulted in physical, mental, intellectual or sensory impairments that continue to exist</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• You have your place of residence or habitual abode in Germany and</li> <li>• you were temporarily abroad at the time of the offense and suffered a damaging event there</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• you are temporarily resident abroad but have suffered a harmful event in Germany</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• You have your permanent residence abroad but have suffered a damaging event in Germany</li> </ul>
Kosten	None
Verfahrensablauf	When you apply for social compensation benefits, your

## Modul

## Sachverhalt

local Landschaftsverband will check whether the case management benefits are eligible and can be provided. The regional association in whose district you have your place of residence or habitual abode is responsible.

You can apply for social compensation benefits online or in writing.

- If necessary, you can make an appointment with your contact person at the Landschaftsverband Rheinland (Social Compensation Department Tel: 0221 809 5401; e-mail: SER@lvr.de) or Landschaftsverband Westfalen Lippe (Office for Social Compensation Law Tel: 0251 591 01; e-mail: SER@lwl.org).
- We will then discuss with you whether you are entitled to social compensation benefits and what support services can be offered.
- If necessary, the case management can discuss the further procedure and possible benefit claims with you, which go beyond the general duty to provide information and advice.
- If you are entitled to social compensation benefits, your contact person will discuss the next steps with you.
- The contact person will provide you with the relevant documents. If necessary, complete the documents, enclose the required evidence or supporting documents and send the documents back to the Landschaftsverband responsible for your application.
- Your entitlement will be determined ex officio on the basis of the documents. The authority will inform you of the result in the form of a decision, which is usually sent to you by letter.
- If entitlements to benefits have been determined, you will receive an approval notice. If no entitlements are determined, you will receive a rejection notice.
- However, you also have the option of submitting the application online. To do this, you must complete the online application and upload the necessary supporting documents.

## Bearbeitungsdauer

## Frist

None

Modul	Sachverhalt
weiterführende Informationen	<p>Ministry of Labor, Health and Social Affairs of the State of North Rhine-Westphalia - Department for Social Compensation Law (VIC2)</p> <p><a href="https://www.mags.nrw/soziales-entschaedigungsrecht">https://www.mags.nrw/soziales-entschaedigungsrecht</a></p> <p>Rhineland Regional Association - Social Compensation Department</p> <p><a href="https://www.lvr.de/de/nav_main/soziales_1/soziale_entschaedigung/soziale_entschaedigung.jsp">https://www.lvr.de/de/nav_main/soziales_1/soziale_entschaedigung/soziale_entschaedigung.jsp</a></p> <p>Landschaftsverband Westfalen-Lippe - Office for Social Compensation Law</p> <p><a href="https://www.lwl-soziales-entschaedigungsrecht.de/de/">https://www.lwl-soziales-entschaedigungsrecht.de/de/</a></p>
Hinweise	The prerequisite for processing is that all mandatory information has been provided.
Rechtsbehelf	
Kurztext	<ul style="list-style-type: none"> <li>• Social compensation case management services</li> <li>• Provision for eligible persons</li> <li>• Eligibility requirements: Indication of a damaging event with harmful health consequences</li> <li>• Costs: the application is free of charge</li> <li>• Discretionary benefit, no legal entitlement</li> <li>• Responsible in NRW: Landschaftsverband Rheinland (LVR) and Landschaftsverband Westfalen-Lippe (LWL)</li> </ul>
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	Social compensation case management services Provision for entitled persons, Leistungen des Fallmanagements der sozialen Entschädigung Erbringung für Berechtigte