

# **Apply for case management as part of social compensation as a beneficiary**

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. The case management team will guide you through the application and benefits process in an activating and coordinating manner.

## **Competent Department**

- [Amt für Versorgung und Integration Bremen](#)

## **Basic information**

In case management, a case manager accompanies the beneficiaries through the application and benefit procedure in an activating and coordinating manner.

Case management services are provided with the consent of the beneficiaries, which also includes the necessary data collection. Consent must be documented in writing.

Eligible persons can receive case management.

Case management includes in particular

- 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,
- providing information on the social benefits available,
- 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,
- assistance with the application process, information on the initiation and course of the social compensation procedure,
- support during the social compensation procedure.

Case management may include making contact with potentially entitled persons.

If an assessment of needs and a participation plan procedure are to be carried out, case management services are also provided.

Please note: your social compensation provider will decide whether and to what extent you receive support.

## Requirements

- You have suffered a health impairment in Germany due to a harmful event
- The health impairment has resulted in physical, psychological, mental or sensory impairments that continue to exist
- Or you are a relative or close person of a person who has been harmed in this way
- You have your domicile or habitual residence in Germany and
- You were temporarily abroad at the time of the offense and suffered a harmful event there  
or
- You are temporarily resident abroad but have suffered a harmful event in Germany

or

- You have your permanent residence abroad but have suffered a harmful event in Germany

## What documents do I need?

- None.

## Procedure

When you apply for social compensation benefits, the social compensation law institution checks whether the case management benefits are eligible and can be provided.

You can apply for social compensation benefits in writing.

- If necessary, you can make an appointment with your contact person at the pension authority or at your responsible office.
- You will then discuss whether you are entitled to social compensation benefits and what support services can be offered.
- If necessary, the case management team can discuss the further procedure and possible entitlements to benefits with you that 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 your contact person.

## Legal bases

- [§ 30 Sozialgesetzbuch Vierzehntes Buch \(SGB XIV\)](#)

## What deadlines must be paid attention to?

There are no deadlines.

## **How long does it take to process**

The prerequisite for processing is that all mandatory information has been provided. The processing time varies depending on the competent authority and the individual case. It is not possible to give an exact time and it depends on the complexity of the individual case.

## **What are the costs?**

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