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Department of Vermont Health Access

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Vermont Health Connect Opens Toll-Free Customer Support Hotline

Vermont-based call center to answer Vermonters' questions about the new insurance marketplace

WINOOSKI, VT – Vermont Health Connect opened its Vermont-based Customer Support Hotline today, which is available to anyone with questions about getting health coverage through the new insurance marketplace. Through the hotline, Vermonters can learn more about what Vermont Health Connect means to them, their families and their businesses. The toll-free Customer Support Hotline number is 1-855-899-9600, and small employers and their employees can call the Small Business Hotline at 1-855-499-9800.

“The Customer Support Hotline offers Vermonters flexibility in how they receive information about new health benefit options and enroll in a health plan through Vermont Health Connect,” said Mark Larson, Commissioner of the Department of Vermont Health Access. “Vermont Health Connect resources are available on-line, by phone, and in-person—Vermonters can use what works best for them.”

The Vermont Health Connect Customer Support Hotline is based in Burlington, VT. The hotline staff is trained to work with all Vermonters interested in Vermont Health Connect. The hotline staff can also direct Vermonters to Navigators and registered brokers who can provide in-person assistance for those interested in sitting down with an expert to discuss their Vermont Health Connect questions.

Prior to open-enrollment, which starts this October, the Customer Support Hotline will answer questions from those interested in purchasing individual or family plans. The call center will also provide small businesses with resources as they make health coverage decisions for 2014. Starting this fall, the hotline can guide individuals, families and small businesses through the Vermont Health Connect enrollment process.

Vermont Health Connect will be a new way for Vermonters to find and choose health coverage that fits their needs and budget. The marketplace will allow Vermonters to make side-by-side comparisons of their health coverage options and enroll in a quality health plan. Both private and public plans will be available through Vermont Health Connect and all the information needed to find a plan will be in one place.

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