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Vermont Health Connect
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Vermont Health Connect Prepares for Systems Update

WINOOSKI, VT – In March, a series of [milestones were outlined for improved customer service](#) for Vermonters using Vermont Health Connect. The first of these milestones occurs on June 1 when systems updates are scheduled to go live, allowing customer service staff to process consumer requests more quickly. The deployment of this upgrade will require the Vermont Health Connect health insurance application and user accounts to be unavailable starting this evening and running through the weekend.

The following information is intended to help Vermonters understand what to expect during that time period.

The Transition

Vermont Health Connect's Customer Support Center will remain open today and tomorrow, from 8am to 4:30pm, to help customers with urgent medical needs. Staff will have limited access to back-end systems, however, and basic, non-urgent requests will be processed following the system upgrade. Vermonters are encouraged to wait until after June 1 to call with non-urgent questions and requests to ensure a smoother process.

Customers who have already reported changes

Customers with pending changes do not need to call, as their requested changes will be moved to the new system and processed in the weeks following the systems update. The new functionality is intended to improve service for these Vermonters who have seen a change in their status – they were married, had a change in household income, moved to a new address, etc. – by decreasing the amount of time it takes to process changes.

New applicants

Vermonters who were impacted by the federal fee for not having health insurance last year have 60 days from the date they discovered they would be subject to the fee – but no later than May 31 – to apply and select a plan. Vermont Health Connect will work with any of these last-minute applicants who call during the downtime – along with any other Vermonters who call to report a qualifying event that impacts their health insurance needs – to get coverage after the system comes back up.

Additional information can be found on the Systems Update FAQ, available at:

<http://info.healthconnect.vermont.gov/sites/hcexchange/files/FAQ%20May%20systems%20update.pdf>

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