

FOR IMMEDIATE RELEASE

Department of Vermont Health Access

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Tens of Thousands of Vermonters Set to Begin Vermont Health Connect Coverage New Year's Day

WINOOSKI, VT – With tens of thousands of Vermonters set to begin Vermont Health Connect (VHC) plans on Jan. 1, the Department of Vermont Health Access (DVHA) today encouraged Vermonters who have yet to pay their January premiums to do so as soon as possible and released important information about transitioning to VHC plans.

“Many Vermonters are taking advantage of the coverage options and financial help available through Vermont Health Connect for January. We are encouraging Vermonters to pay their January premiums as soon as possible,” said DVHA Commissioner Mark Larson. “Over the next week, we are prepared to work with Vermonters to ensure their transition into a Vermont Health Connect plan is as smooth as possible.”

At this point, nearly 20,000 Vermonters have selected plans through VHC, half of those doing so in the last two weeks. Open-enrollment runs through March 2014, and Vermonters can access a plan and financial help through VHC at any time before open-enrollment closes.

Vermonters who have or are interested in enrolling in a new health plan should be mindful of the following information.

Invoicing

Vermonters with an online account can see their invoice in the “My Profile” section on the VHC website the day after they confirm plan selection. Paper invoices will arrive within three to seven days after completing plan selection.

Payment

For January coverage, payment must be postmarked by the date indicated on the invoice. Payments will be processed within a week of the check being received. Once payment has been processed, individuals can call their insurance carrier or Vermont Health Connect to get their policy information, which can be used to demonstrate proof of coverage to a doctor or pharmacist before their insurance card arrives.

Coverage Effective Date

Vermonters who postmark their payment by the date indicated on the invoice will have health coverage effective on Jan. 1. Vermonters whose payment is processed after Jan. 1 will have coverage, but they may have to reconcile any direct bills for medical services with their insurance provider or pay for medical services and prescriptions out-of-pocket until their payment is processed and then be reimbursed. To resolve any billing or reimbursement issues, Vermonters should contact their insurance company after receiving their insurance card. To avoid up-front costs due to post-Jan. 1 payment processing, Vermonters are urged to fill prescriptions as needed in advance of the end of the year.

Insurance Cards

Vermonters who have paid their January premiums are receiving their insurance cards now. If a Vermonter doesn't receive their insurance card by Jan. 1 but needs to see a doctor before the card arrives, they should call their insurance carrier or Vermont Health Connect for instructions on communicating proof of coverage to their health care provider or pharmacist.

Blue Cross Blue Shield of Vermont: 1-800-255-4550

MVP Health Care: 1-800-825-5687

Delta Dental: 1-800-832-5700

Vermont Health Connect: 1-855-899-9600

Attached is a factsheet with information about transitioning into VHC plans on Jan. 1. The factsheet can also be found at VermontHealthConnect.gov.

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