

Office of the Health Care Advocate



Presented by

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Today's topics

- What we do – Call Center, Regulatory, Policy
- Help Line Volume and Issues
- HCA Projects



The HCA received 940 cases so far this quarter 1/1/18 to 3/23/18. We divided calls into five issue categories.

The figures below are based on the All Calls data in the last quarterly report. The percentage and number of calls based on the caller's primary issue, were as follows:

- ☐ **24.85%** (205) about **Access to Care**
- ☐ **12.24%** (101) about **Billing/Coverage**
- ☐ **1.33%** (11) about **Buying Insurance**
- ☐ **10.79%** (89) about **Consumer Education**
- ☐ **26.42%** (218) about **Eligibility** for state and federal programs
- ☐ **24.36%** (201) were categorized as **Other**, which includes Medicare Part D, communication problems with providers or health benefit plans, access to medical records, changing providers or plans, confidentiality issues, and complaints about insurance premium rates, as well as other issues.



HCA Projects

- **Pharmacy Referral Project** – The HCA is now partnering with the 27 Kinney pharmacies in Vermont. When a customer has access to care issue that are beyond the pharmacy staff's ability support, the pharmacist and customer can fill out a referral form that will result in an HCA advocate opening a case and reaching out to the customer.
- **Hepatitis C (HCV), Breast Imaging** - The HCA has been engaged in a focus on these two particular areas of care where we have found structural challenges. This advocacy has played out in the legislature with a new bill about breast imaging copays that has passed the house (H.639) and updates to Medicaid policies making it easier for people with HCV to get treatment.
- **Response to Federal actions**- There are substantial risks to our health insurance marketplaces due to Federal actions. The HCA continues to partner with other stakeholders focusing on CSR, STLD and Association Health Plans as well as the individual mandate.
- **Tax Advocacy** – The HCA is proactively reaching out to Vermont taxpayers to make sure they understand the potential tax breaks available to them if they buy health insurance through VHC.
- **Budget Advocacy**- Vermont Cost Sharing Reduction.



➤ Links

➤ Premium Tax Credit Flyer -

<https://www.vtlegalaid.org/sites/default/files/Consumer%20Alert%20-%20Take%20Action%20Now%20for%20Premium%20Tax%20Credit%20Savings.pdf>

➤ HCA Quarterly Report -

<https://www.vtlegalaid.org/sites/default/files/HCA%20Quarterly%20Report%20-%28October%20-%20December%202017%29.pdf>

