



Find the plan that's right for you.

# Certified Application Counselors

Community-based organizations and health care providers are an important resource in connecting Vermonters to affordable healthcare coverage through Vermont Health Connect (VHC). Enrolling in and maintaining appropriate healthcare coverage is an integral part of the many services offered by these same organizations and providers. Certified Application Counselors are uniquely positioned to assist both their organization's clients and patients, which in turn benefits the organization's ability recoup claims for services provided.

- **What is a Certified Application Counselor (CAC)?**

CACs are members of the In Person Assister Program offered through Vermont Health Connect. They are trained and certified at no cost to their organization and are under no obligation to serve Vermonters outside of their own organization's clients. Their role is to assist their clients in enrolling in or maintaining coverage with Vermont Health Connect (including Medicaid for Children and Adults) and Green Mountain Care (including Medicaid for the Aged, Blind and Disabled).

- **What are the benefits of becoming a certified CAC through Vermont Health Connect?**

- Access to customer's account through the VHC online Portal
  - Ability to enrollment customer in new plans
  - Ability to file changes of circumstance such as additions to household, address changes, etc.
  - Ability to view notices, payment information, upcoming renewal dates
- Access to a dedicated Assister Hotline, covering both VHC and GMC customers
- Monthly newsletter and conference calls with VHC eligibility and training staff
- Case escalation processes for specialized or urgent access to care needs
- Case management assistance

- **What are the responsibilities of a certified CAC?**

Certified application counselors must:

- provide information about eligibility in appropriate healthcare coverage,
- assist individuals in applying for coverage through Vermont Health Connect and Green Mountain Care,
- help facilitate enrollment in coverage offered by Vermont Health Connect and Green Mountain Care,
- comply with privacy and security standards,
- disclose conflicts of interest, and
- complete initial training and certification exam (about four hours of online coursework), and
- complete recertification every year.

Want to learn more?

Please visit the [Vermont Health Connect website](http://info.healthconnect.vermont.gov/) to learn more. Or feel free to email the [Assister Program Manager](mailto:vthealthconnect@vermont.gov) with any questions.



## More Information:

<http://info.healthconnect.vermont.gov/>

[vthealthconnect@vermont.gov](mailto:vthealthconnect@vermont.gov)

Customer Support Center

1-855-899-9600 (toll-free)

Assister Hotline

1-855-554-4488