

# Finding and Referring to an Assister

## In Person Assisters in Vermont

In Person Assisters are trained and certified by Vermont Health Connect to assist customers in enrollment of and maintaining their health care coverage.

An Assister's role is...

- to provide individuals with unbiased assistance,
- provide enrollment assistance with coverage offered through Vermont Health Connect or Green Mountain Care, and
- to provide individuals with assistance solving issues related to existing coverage offered through VHC and GMC.

An Assister must not...

- influence an individual's enrollment decisions,
- make adverse changes to the customer's account without the customer present,
- fail to protect a customer's private information.

An Assister has the ability to...

- file an application online through the VHC Portal
- advocate on the customer's behalf,
- be granted access to the customer's account in the VHC Portal, including the ability to view Notices, customer's payment history and upcoming renewal dates, and
- may make changes at the customer's request through the VHC portal.

For more Assister FAQs, go to:

<http://info.healthconnect.vermont.gov/node/586>

## Referring to an In Person Assister

- Ensure that all other options have been exhausted.
  - Website, phone support, etc.
- When referring to a CAC, please use the county in which the customer resides as a guide.
- To find an In Person Assister on a MAP that shows all go to:  
<http://info.healthconnect.vermont.gov/assister-map>
- To find an In-Person Assister listed in Text form by county, go to:
  - <http://info.healthconnect.vermont.gov/find>
- Other resources may be available such as [DCF-ESD district offices](#), [Senior Health Insurance Program](#), etc.