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Department of Vermont Health Access
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Vermont Health Connect Transitions System Hosting to Optum

WILLISTON – Vermont Health Connect’s application and account log-ins will be unavailable to the public beginning tonight as the state’s health insurance marketplace completes the transition to a new system host, a key step to allow for the delivery of automated renewal functionality by the end of this month. Vermont Health Connect (VHC) expects to return to full service Wednesday morning.

The hosting transition involves moving VHC system infrastructure from CGI to Optum. VHC system development work was transitioned from CGI to Optum last October; however, CGI continued to provide system hosting services. That system hosting service is now being transitioned to Optum.

“This transition is crucial to our preparation for open enrollment and automated renewals,” said Steven Costantino, Department of Vermont Health Access Commissioner. “The holiday weekend presented an opportunity to conduct the four-day project with minimal impact to Vermonters. Customers have paid their end-of-month bills. The Customer Support Center is closed for Labor Day. We’re grateful that our technical teams are working throughout the weekend and limiting downtime to one business day.”

The Customer Service Center will remain open at 1-855-899-9600 (toll-free) during business hours Tuesday (8am to 8pm) to help customers with urgent medical needs. Customers with non-urgent questions and requests are encouraged to wait to call when the transition is complete and the system is back online.