

How to Create a new Account with Vermont Health Connect

If you are using Vermont Health Connect's self-service portal for the first time, you will need to create an account. First, open your internet browser—the latest versions of Firefox or Chrome work best.

Step 1: Go to www.VermontHealthConnect.gov and click the orange LOG IN button.



Step 2: When the login screen loads, click the link that says “click here” or “Register”. Both links will help you create an account.

A screenshot of the Vermont Health Connect login screen. The page has a light blue background. At the top, it says 'Check Your Browser Compatibility' with a link 'Click here to check your browser compatibility'. Below that, it says 'Log In' and 'Please enter your username and password below and click "Log In"'. There are two input fields for 'Username:' and 'Password:'. A 'Log In' button is to the right of the password field. Below the input fields, there are links for 'Forgot Password', 'Forgot Username', and 'Register'. The 'Register' link is highlighted with a red arrow. The 'Log In' button is circled in red.

Step 3: Enter your personal information into the User Registration screen. Pay attention to the password requirements!

When you're finished, click "Register" in the upper right corner.

User Registrati... Cancel Register

User Verification

* Enter the code above

Basic Information

* First Name

Middle Name

* Last Name

* E-mail

* Confirm E-mail

Display Name

An email address is required to apply online at Vermont Health Connect. If you do not have an email address, you can create one for free online. If you would rather apply over the phone or need more help, please call our customer support center: 1 (855) 899 9800.

Enter Username and Password

* Username
Username cannot be an email address

* Password

* Confirm Password

Please choose a password that meets the following requirements:

Password MUST:

- Be at least 8 characters long
- Start with a letter
- Use at least 2 letters
- Use at least 1 upper case letter
- Use at least 1 lower case letter
- Use at least 1 number
- Use at least 1 special character

Password CANNOT:

- Match or contain username
- Match or contain first or last name
- Use or contain a space
- Use common dictionary words

Select your challenge questions and answers

The challenge questions and answers are used if you forget your password and need to reset it.

* Question 1

* Answer 1

* Question 2

* Answer 2

* Question 3

* Answer 3

Please choose a password that meets the following requirements:

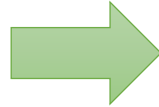
Password MUST:

- Be at least 8 characters long
- Start with a letter
- Use at least 2 letters
- Use at least 1 upper case letter
- Use at least 1 lower case letter
- Use at least 1 number
- Use at least 1 special character

Password CANNOT:

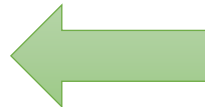
- Match or contain username
- Match or contain first or last name
- Use or contain a space
- Use common dictionary words

Step 4: Once your registration is complete, you will see this confirmation screen. An email will also be sent to the email address you gave us. Click “Return” to login to your new account.



The screenshot shows the 'User Registration' confirmation page. At the top left is the Vermont Health Connect logo with the tagline 'Find the plan that's right for you.' and the text 'Identity Self Service'. In the top right corner, it says 'Anonymous' with a dropdown arrow and three dots. The main heading is 'User Registration' with a red 'X' icon. Below it is a 'Confirmation' section with a blue information icon and the text: 'You have been successfully registered. Please click on Return button on the top right corner and sign in with the username and password you created.' A 'Return' button is circled in red in the top right corner. Below the confirmation text is a list of user details: User Login: kristine.basutester, First Name: Kristine, Last Name: BASUTester, E-mail: kristinebasutester@aol.com, and Display Name: BASU Tester.

The screenshot shows the 'Log In' screen. At the top, it says 'Check Your Browser Compatibility' with a link to 'Click here to check your browser compatibility'. Below that is the 'Log In' section with the text: 'Please enter your username and password below and click "Log In"'. It also says 'If you have not yet registered, click here to register'. There are two input fields: 'Username:' and 'Password:'. A 'Log In' button is circled in black. At the bottom, there are links for 'Forgot Password', 'Forgot Username', and 'Register'.



Step 5: At the Sign In screen, enter the username and password you set up and click “Log in”

Step 6: Federal law says Vermont Health Connect **MUST** verify your identity. Enter your personal information in the screen below and click “Next” (in the green button).



If you have questions OR if our system is not able to verify your identity, please call us at 1-855-899-9600 for assistance.

Sign Out | Welcome, Kristine | My Account

One Stop Shop

Welcome to Vermont Health Connect, where you can choose from a variety of health plans to find one that best fits your needs. Depending on your income, you may qualify to have the government help you make your premium payments.

Secure

You can rest assured all of your personal information will be secure. Information stored in our system can only be accessed by the people who need it in order to help you with your insurance and other benefits, and we always transmit information using secure channels.

Privacy

We will not share your information with marketing companies or any other entities that do not need access to your information to help you with your insurance and other benefits. Please read our Privacy Policy for more information.

Additional Help

If you need any additional help, please feel free to contact us.

Your Rights and Responsibilities

We need the information we asked for to decide if you qualify for health coverage if you choose to apply. We may check your answers using information from the Internal Revenue Service (IRS), Social Security, the Department of Homeland Security, and/or a consumer reporting agency. If the information does not match, we may ask you to send us proof.

Social Security Numbers. All individuals applying for health benefits who have a Social Security number (SSN) must provide them. Vermont Health Connect uses SSN for computer processing, child support enforcement, fraud investigation, audits, and Lifeline identification; to verify Social Security and Supplemental Security Income (SSI); to prevent individuals from receiving duplicate benefits; to exchange information with agencies such as the Social Security Administration, Department of Labor, Internal Revenue Service (IRS), or private agencies to verify income, determine eligibility and benefits amounts, and collect claims; to determine the accuracy and reliability of information given to Vermont Health Connect; and to make medical assistance payments.

A person who is not seeking coverage does not need to provide a Social Security number. If you are a member of a religious organization that objects to furnishing an SSN, the Agency of Human Services may disregard this requirement. This requirement does not apply to an individual who: Is not eligible to receive an SSN or does not have an SSN and may only be issued an SSN for a valid non-work reason in accordance with 20 CFR 422.104. The state will assign an identification number to these individuals.

Quality Control. Vermont Health Connect may select your application for a quality control review. By signing your application, you agree to give proof of required information. If you are not able to give the proof needed, you are authorizing Vermont Health Connect to get it.

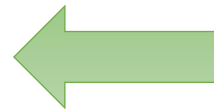
Confidentiality. Your confidential information is protected as required by federal and state laws and regulations. The use and disclosure of information concerning applicants, enrollees, and legally-liable third parties is restricted to purposes directly connected with the administration of programs, or as otherwise required by law.

Next >

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Sign Out

Identity Verification

To protect your privacy, you will need to complete Identity Verification successfully before you can apply online. Please enter your legal name, current home address and date of birth correctly. Once your identity has been verified, you may continue the application process.

In the event your name has a suffix such as JR, SR, etc. please do not include it as part of your name in the fields below. Questions marked with an * require an answer.

First Name * Middle Name Last Name *

Eg., John Eg., J Eg., Smith

Date of Birth * SSN *

Eg., MM/DD/YYYY Eg., #####

Street Address (Line 1) *

Eg., 10 East Allen Street

Street Address (Line 2)

Eg., Apt, Suite, Bldg. (optional)

City * State * Zip Code *

Eg., Winooski Vermont Eg., 05404

I have read and agree to the Identity Verification Terms & Conditions *

Back **Next** >

Note: If you do not have the SSN Number, please call our toll free Customer Support Center at 855-899-9600.

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CONTACT US:
Have questions or want to find out more?
Tel: (855) 899-9600

Step 7: The next page shows Vermont Health Connect’s terms and conditions. Please read the page, then click “Next” (in the blue button) when you are ready.

Step 8: Your new account has been created. Navigate through your account by clicking the links on the left navigation bar. You can update your password and security questions any time by clicking the “My Profile” tab.



Sign Out Welcome, Kristine **My Account** Home Search Help

My Certifications If you have had certain life changes, we need to know. A change in income or family situation can impact your choices and the amount of financial help you qualify for. To report a change, please call Vermont Health Connect toll-free at 1-855-899-9600.

My Verifications

My Eligibility You have 0 new messages in your Message Center. Please [click here](#) to view your messages.

My Health Plans

My Requests

My Messages

My Profile

My Applications There are no existing applications

My Payment Center [Start New Application](#)

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Congratulations!

You have now successfully created an account with Vermont Health Connect.

If you have questions, please call Vermont Health Connect at 1-855-899-9600 for assistance.