



## VERMONT HEALTH CONNECT SHUTS DOWN, REORGANIZES

Today, the Governor announced that he will implement Sec. Chen's recommendation to remove Vermont Health Connect (VHC) oversight from the Department of Vermont Health Access (DVHA) to better align leadership of the VHC project across departments and agencies. Sec. Chen will institute a leadership structure that requires all department and agency resources responsible for portions of VHC to report through a single chain of command. The Governor's senior advisor Lawrence Miller will assume operational leadership of Vermont Health Connect, reporting directly to Sec. Chen and the Governor. Meanwhile, Commissioner Mark Larson will continue to run DVHA's many other programs and responsibilities, and will remain a resource to VHC under the new leadership structure.

### BROKER ALERT!!!

- ? We have shut down the Vermont Health Connect website temporarily to complete ongoing operational, technical, performance and security improvements necessary for a well-functioning and secure customer experience when the next open enrollment period begins in November. We made the decision to take down the website after consultation with our federal partners at the Centers for Medicare and Medicaid Services (CMS).
- ? During the weeks the website is offline, enrolled Vermonters will still be covered and will be able to make premium payments by mail or by calling the call center. Vermonters can contact our customer support call center for assistance. For more information on how to pay by mail visit <http://info.healthconnect.vermont.gov/faq>.
- ? Assister's can continue to assist customers by taking new applications by paper or by calling into the call center with your customer. You will not be able to do applications through the portal.
- ? Though most Vermonters who seek 2014 coverage are already enrolled, those who qualify to enroll in a 2014 plan prior to the 2015 open enrollment will also be served by the Vermont Health Connect call center while the website remains down.

Our call center, customer support staff, Navigators, and Brokers will continue to be available to process new applications, answer consumer questions, and assist with plan selection. We will continue to work through customer requests, including pending applications and change of circumstance requests. Optum is on board to support us in this time.

## Contact Us

- ? Commissions (Paylogix) - email [VThealthconnect@state.vt.us](mailto:VThealthconnect@state.vt.us) or call Dain Herring directly at 802-760-9344.
- ? Small Business - email [VThealthconnect@state.vt.us](mailto:VThealthconnect@state.vt.us) or call Dain Herring directly at 802-760-9344.
- ? Individual Enrollments and Individual Billing - call the dedicated broker number at 1-855-554-4488. Our Call Center representatives are trained to answer these types of questions on Individuals.

Broker Hotline: 855-554-4488

Small Business Hotline: 855-499-9800

*\*The content in this message is directly from the official broker alert sent by Vermont Health Connect today. It is being redistributed due the importance of the issue. It was not written by VIAA.*

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