

Frequently Asked Questions

# END-OF-MAY SYSTEMS UPDATE

And What It Means for Customers



## What's happening with Vermont Health Connect at the end of May?

In March, a series of milestones were laid out to improve customer service for Vermonters using the Vermont Health Connect system. The first milestone comes on May 31 when system updates will be delivered to allow customer service staff to process requested changes more quickly. The delivery of this Change of Circumstance (COC) functionality will enable Vermont Health Connect to complete the second milestone of processing changes that customers report by the 15<sup>th</sup> day of a month in time to be reflected on their next invoice. As announced in March, that milestone will be completed by October 1.

## How will this new technology benefit Vermonters?

When Vermonters who use Vermont Health Connect report a change – they get married, have a child, or see a change in income, for example – that change needs to be reported to Vermont Health Connect and reflected in the customer's account. Because of the lack of automated COC functionality, that process has been cumbersome. In some cases, it has taken months for the change to be reflected in the customer's account. The COC functionality scheduled to be delivered on May 31 will reduce greatly the amount of time it takes to process change requests for customers.

Vermont Health Connect will take a deliberate approach to using this new technology, making sure that it's working as planned, that it's stable, and that any problems are identified and fixed. Then a small number of customer service teams will begin processing change requests. At the same time, all staff will be trained in a phased approach to make sure they are fully supported in processing backlogged requests and handling new requests from customers. By October 1, it is expected that customers who report a change by the 15<sup>th</sup> day of a month will see that change reflected on their next invoice.

## What can customers expect during the system update?

The COC functionality is a major system update that requires the website to be down for a period of time. Vermont Health Connect will do all it can to minimize this downtime but expects the site to be down for about one week. During the downtime, customer service staff will have limited access to back-end systems and will be unable to help with many basic requests. The Customer Service Center will remain open **at 1-855-899-9600 (toll-free) to help customers with urgent medical needs**. Customers with non-urgent questions and requests are encouraged to wait to call when the system is back online in June.

### **Need help?**

Call 1-855-899-9600 (toll-free) or use our web form at <http://info.healthconnect.vermont.gov/contactus>

### What if a customer has a change to report before the new system is delivered?

Vermont Health Connect will note each change that a customer reports. Depending on the time and nature of the reported change, it will either be processed before system updates are implemented, or be tabbed for processing in the weeks after the new system is in place. In order to minimize complications that could arise from having partially completed changes in the system, Vermont Health Connect is avoiding starting all but the most urgent changes until the new system is in place.

### What will happen to changes that customers reported before the system update?

All changes that are in line for processing in the current system will be carried over to the updated system. Customers will not need to call again to report the change a second time. Staff will process the requested changes in the weeks following the system update. Customers can expect to see changes requested in the spring within two or three bills. All changes will be made with a retroactive start date that follows federal rules, based on the date of reported change. Again, customers with urgent needs should call 1-855-899-9600 (toll-free).

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