



Helping employees communicate with providers about medical claims and bills

Templates for Letters to Providers

Future Planning, as you know, continues to work through electronic claims sent by BCBSVT and FSA paper claims sent by employees, as well as urgent requests they receive from central office staff, employees, VEHI, BCBSVT, and VT-NEA.

Despite this on-going effort, employees and their families are still finding themselves in arrears with their providers, and they are worried about their credit scores and their names being forwarded to collection agencies.

Some of your central office colleagues have created letters for employees to give to their providers to explain the situation with FPA and to ask for understanding and patience while they await payment. They have kindly provided us with a Word template of their letters to share with you to use, or adapt, if you wish to do so.

You can find the two templates [here](#).

As always, you may contact [Mark Hage](#), [Laura Soares](#) or [Bobby-Jo Salls](#) with questions or concerns.

This communication is being sent to Superintendents, School Business Officials, Human Resources, Health Members, School Board Chairs and Local Union Leaders.