

## From DataPath to Vermont School Districts, Local Union Leaders and School Employees

**The communication replaces the advice in our letter of July 25**

**August 22, 2018**

This memorandum contains **new guidance** for school districts and school employees still struggling with the medical, financial and administrative consequences of Future Planning Associates' incomplete administration of plans setup by VEHI groups. When we took over your benefit plans three months ago, we weren't fully aware of how complex the problems were, from incorrect plan structures to unprocessed claims. As you know, it has taken far longer to assess, categorize, and clean-up the problems caused from the previous administrator than we had imagined.

We at DataPath now recognize that an unknown number of claims eligible for FSA or HRA funding incurred during the initial months of 2018 were not entered into the previous administrator's system. Therefore, we have been unable to identify and pay these outstanding claims. Further, the account balances we received were frequently incorrect or incomplete, massively complicating and delaying FSA and HRA reconciliation efforts. We have come to realize the depth and the scope of these problems, thanks in part to your recent requests to escalate outstanding claims.

Our customer service division is daily facing an enormous volume of calls and e-mails, which, because of bad, missing, or incomplete data, requires a time and analytical commitment significantly more than a routine interaction.

None of this is acceptable. We apologize for the inconvenience, anxiety, and hardships this has caused, no matter who is responsible.

### **What is DataPath doing about these problems?**

DataPath, in consultation with VEHI, has decided to start from scratch. We are implementing a new process and procedure on our end to ensure that your claims are administered in their entirety for the 2018 plan year – specifically those that should have been processed prior to our engagement, from January through April. DataPath Administrative Services has been providing professional benefits administration for over two decades, and we take great pride in doing things the right way.

1. We will reimport, reload and re-process every claim incurred utilizing a comprehensive claim files from BCBSVT.
2. DataPath will also reload and reprocess all claims that were submitted manually by employees.
3. This process will allow us to find claims that were not submitted to us by the previous TPA. It will give us the ability to identify with greater speed and systemic efficiency who is owed money and how much, what providers were already paid by FPA, and "duplicate claims".
4. The most urgent and largest number of unresolved issues are centered on claims incurred between January and March.
5. DataPath is hoping to complete this process by **mid-September** at the latest.
6. Once this work is complete, the MyRSC web portal will be more accurate and easier to navigate.

Upon conclusion of this process, we will add the option to **directly pay providers (auto-pay provider)**. This feature is activated at the school district level, and we discuss this option with central office staff in greater detail in the coming days.

Thank you for your business and continued patience.

**How will this impact reimbursements for current claims?**

1. DataPath will continue to issue reimbursements weekly for claims incurred during the balance of 2018. (Claims are still coming to us weekly from BCBSVT and manually for FSA accounts – including dental and dependent care.)
2. We will also keep administering thousands of debit cards that were reactivated in May or June.
3. In short, we will continue to reimburse for current claims AT THE SAME TIME we are cleaning all this up.
4. Please continue to follow the normal submission process for new and current claims by submitting them through myRSC, by emailing [vtsupport@datapathadmin.com](mailto:vtsupport@datapathadmin.com), fax, or mobile app. **For outstanding claims, or claims that you have concerns with, please use the form below and submit it to the Central Office. This will allow us to prioritize the claims review process for those submissions.**

**What if there are still MANUAL claims that need reprocessing?**

If you sent claims to FPA or us manually – that is, the claims did NOT come electronically from BCBSVT – and you have not been reimbursed or reimbursed fully, here is how to proceed:

- First, **wait** for DataPath to finish reloading and reprocessing all claims from January through July. We will let schools know when this is done. **After that...**
  - If you believe you have still **not been reimbursed** at all for a service, complete the form below and we will process your missing claim.

or

- If you received a **partial reimbursement** and thought it should be more, also complete the form below.
  - Bring the form to your Human Resource or Central Office staff member so the claim can be prioritized for review.

Employee name	Claimant name if different	Member ID or SS#	Date of claim	Amount of claims	Individual or family plan	Best contact number	Best time of day to be contacted

Much Obligated,

DataPath Administrative Services