



Facilitating Issue Resolution with Future Planning Associates

Future Planning Associates will continue to process claims through April 30th for districts moving to DataPath, and May 31st for districts to elect to move to another vendor. During this time, they will continue to work to resolve outstanding issues with claims processing and debit card distribution.

Future Planning gave us the following information regarding their request on how to handle issues that require escalation:

*We suggest that in relation to **collection notices, urgent medical issues or financial hardship** each school provide me (Erin) with notification via email directly to both Erin@futureplanningassoc.com and daryl@futureplanningassoc.com (please also copy sallsb@bcbsvt.com) with **subject heading "URGENT" on the first and third Monday of each month (3/19, 4/2 and 4/16 are the remaining dates).***

For each notice, I will need the following information:

- a) employee name and name of person for whom the service was provided;*
- b) date of service;*
- c) provider name; and,*
- d) amount in question.*

In addition, VEHI is giving the following advice to support FPA in setting realistic expectations and giving people practical steps that will not compound the current challenges:

1. Employers and employees should **keep track of any issues** until resolution.
2. People who have **already submitted a claim** (via myrsc.com or mail) do not need to resubmit them. All VEHI health plan claims, medical and Rx, are automatically submitted to FPA each week and do not require action by employees to get the information to FPA.
3. People who used their **debit card** for an HRA expenditure do NOT need to file the claim themselves - it will be sent to FPA by BCBSVT.
4. Employers and employees should **use the web portal** as the first point of information to check on status of claims, assuming you have checked the BCBSVT member portal to confirm it has been processed. Claims are sent from BCBSVT to FPA every Monday from the prior week.
5. If a phone message, email or written inquiry has been sent to FPA, there is **no need to send another inquiry** on the same issue - this may actually delay resolution.
6. FPA will process every claim according to the **terms of the FSA/HRA/HSA.**

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