



## Update 11/29

### Blue Cross of Vermont's Outage Continues

Blue Cross and Blue Shield of Vermont systems remain down after Monday's storm. We will continue to update you as we learn more from them. Please see the latest update from their press release:

*November 29, 2023*

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Blue Cross and Blue Shield of Vermont  
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*Blue Cross VT Experiencing Storm-Related Internet and Phone Service Outage*

*Berlin, Vermont– Blue Cross and Blue Shield of Vermont's internet service provider, Lumen, experienced a storm-related outage and fire. Lumen is working diligently to lay new fiber and have internet and phone systems back up and running as soon as possible.*

*"We are doing everything we can to ensure our members have continued access to care, including prioritizing and expediting prior authorizations," says Don George, President and CEO of Blue Cross VT.*

*Blue Cross VT is waiving the prior authorizations for in-network services needed this week that are not related to pharmacy or advanced imaging. For urgent prior authorizations for out-of-network services needed through December 3, providers can call the Blue Cross VT answering service at 802-371-0130 to alert the on-call nurse. Prior authorizations for pharmacy and advanced imaging will proceed as normal.*

- If members need help with prescriptions, call Vermont Blue Rx at (877) 493-1947.*

• *If members have Medicare Part D and need assistance, call (888) 620-1746. [Not applicable to VEHI]*

*"When the weather hits, Vermonters all pull together. We apologize for any challenges this storm has caused our members and providers," says George.*

If you learn of urgent issues, please contact Bobby-Jo Salls at [bobbyjo@vsbit.org](mailto:bobbyjo@vsbit.org) or Mark Hage at [MHage@VTNEA.org](mailto:MHage@VTNEA.org) who will contact our account manager for assistance.

This notification has been sent to School Business Officials, Human Resources, Local Union Officials and Health Plan Contacts.

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