



FAQ re: Health Plan Invoices

On Monday, September 16th, we notified you about the VEHI Health Plan invoices now being available for download on the Blue Cross of VT [Employer Resource Center](#).

We have had some great follow-up questions that we would like to share the answers to:

Q: *Will I continue to receive invoices in the mail?*

A: Yes, the invoicing will continue via USPS.

Q: *Will I receive a notification when they are available?*

A: No, there will be not be an automated notification.

Q: *When can I expect the files to be available?*

A: The CVS file will be available after the invoices are created, around the 5th-7th business day of the month, and the PDF version will be available around the 7th-10th business day of the month.

Q: *Where can I find the March and April 2024 invoices?*

A. As you may recall, due to a service issue with Blue Cross's print vendor, we were unable to provide your standard invoice for the coverage period for March and April of 2024. March and April 2024 invoices are not available within the portal in PDF or CSV format. Should you need a PDF copy of March or April, please contact the Blue Cross billing team at (888) 320-9798.

Sent Monday, September 16th:

Blue Cross Invoices now Available for Download

We are excited to tell you that you can now download your VEHI Health Plan invoices in CSV and PDF format through the [Blue Cross Vermont Employer Resource Center](#) (ERC). You can find your invoices using the left-hand navigation panel within the portal.

Please note: You will continue to send payment by check along with the invoice stub in the envelope provided via USPS.

Thank you for your continued feedback in helping Blue Cross improve the online portals to meet your needs. If you experience any issues accessing your invoices, contact the Blue Cross Vermont Enrollment Services team by phone at (888) 320-9798 (Option 2) Monday through Friday, 8 a.m. to 4:30 p.m, or by email at enrollment@bcbsvt.com. There is also an [ERC Reference Guide](#) to assist you in navigating the ERC.

This notification has been sent to School Business Officials, Human Resources Professionals, and other Health Plan Employers.

To avoid confusion and to ensure consistency in the delivery of information, when distributing VEHI information do not modify any VEHI communications or attachments.

Please note: For your convenience, all VEHI Communications (sent via Campaign Monitor) can now be found in our archive at vehi.org/campaign-monitors.

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