



VEHI / BCBSVT COVID-19 Update

Suspension of Termination Notices for Adult Dependents Turning Age 26 & Contacting BCBSVT During their Building Closure Period

On March 25, 2020, Governor Scott issued a stay-at-home order. VEHI and BCBSVT are taking seriously our commitment to keeping Vermonters well and slowing the spread of COVID-19. On Thursday, March 26, BCBSVT closed its physical building, **yet will remain fully operational to support you during this time.**

Age 26 Termination Notices Suspended

During this stay-at-home order and closure of its mailroom, BCBSVT will not be sending termination notice letters to dependents who are turning age 26 during the months of April* or May, nor will they be terminating these dependents from coverage during this time.

When BCBSVT resumes normal operations of their mailroom, they will send the termination notice letters to all dependents who would have received them during their closure period. These dependents will be notified of their termination due to turning age 26 with **no less than a 30-day notice** of their termination.

A small number of adult dependents with dates of birth in the **first half of April had already been notified of termination. They, too, will now have the option to extend their VEHI coverage. Bobby-Jo from the VEHI office has communicated with school districts about these dependents and provided directions on contacting the subscribers responsible for their benefit coverage.*

To Central Office Staff

VEHI will provide you with the names of the subscribers whose adult dependents are eligible for this extended coverage. Not all districts will be affected.

Please **contact the affected subscribers**, and if you find they would like **to proceed** with the 4/30/2020 or 5/31/2020 termination dates for their adult dependents, please enter these

terminations via BCBSVT's secure **Employer Resource Center**, or email enrollment services at asinbox@bcbsvt.com, or fax to 802-371-3329.

If the subscribers wish to keep their adult dependent turning age 26 on their VEHI health plan during BCBSVT's building closure period, there is nothing more they, or you, need to do.

Contacting BCBSVT

You can continue to call, email and fax BCBSVT during their normal business hours, but, as we said above, they will be suspending the delivery of mail to their office. If you are accustomed to sending BCBSVT documentation via the **United State Postal Service**, please follow the guidelines below for using their secure Employer Resource Center.

To utilize BCBSVT's secure online Employer Resource Center (ERC), please register at www.bcbsvt.com/erc, where you can conveniently manage your health plan and membership online, including:

- Add new enrollments
- Add/remove dependents
- Cancel coverage
- Verify your plan membership and download a roster
- Update employee/dependent demographics
- Order ID cards or print a temporary proof of coverage
- Review your plan benefits
- Print benefit summaries

You may also **email** completed Enrollment and Change forms to BCBSVT's enrollment services department at asinbox@bcbsvt.com or fax to 802-371-3329.

PLEASE NOTE: During this time, VEHI will allow the group representative to sign for the subscriber. If a signature is unavailable, BCBSVT can accept an email from the group representative as a signature.

For your Employees

- Please encourage your employees to register on BCBSVT's Member Resource Center. They can send BCBSVT secure emails, sign up for electronic EOBs, view claims, and even print contract documents.
- If they have any questions on how to send electronic documentation, please call BCBSVT's customer service team at (800) 344-6690. BCBSVT will find a solution, so they get the care they need.
- They can also email BCBSVT customer service team at CustomerService@bcbsvt.com

If they have access to a fax machine, please have them fax their documents to (866) 764-9653.

In these unprecedented times, VEHI and BCBSVT remain committed to the health and wellbeing of all Vermonters. Please visit BCBSVT's Coronavirus updates page for helpful tips and more resources, www.bcbsvt.com/covidupdates.

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52 Pike Drive
Berlin, VT 05602
(802) 223-5040