

REFERRALS TO HEALTH CARE ADVOCATE OFFICE

https://vtlawhelp.org/health?gclid=Cj0KCQjwi8fdBRCVARIsAEkDvnK4d6ewOcs3ENGPVonsqjC9ACkjpA9x7SoRVHsq897aHjHxs3Ms3T0aAtPREALw_wcB

800-917-7787

The Health Care Advocate (HCA) office is a project of Vermont Legal Aid. It assists Vermonters, regardless of income and resources or type of insurance, with a wide range of issues related to health coverage. It helps with issues related to private insurance, Vermont Health Connect, employer insurance, Medicaid, Medicare, etc. Examples of issues it can help with are: enrollment and eligibility for public and private coverage; access to care, including denials of coverage; appeals.

Because of the high volume of work HCA has, it uses a system to prioritize cases based on their urgency. Cases are prioritized by the urgency of resolution of the case, not how wrong the state or insurance company acted.

Their goal is to reply to calls the same day for super high priority and high priority, within a couple of days for lower priority. It may take up to a week depending on the volume of calls they are receiving, but usually not. Their voice mail message may leave the impression that it takes a week to receive a call back; in practice this is the exception.

We should coach clients on how to leave a message and explain briefly the urgency of the situation, any deadlines, etc. They are willing to set up 3 ways calls with clients. If the client leaves a message and gives permission to talk to SHIP, HCA will talk to us.

Super High Priority These are dealt with immediately. An advocate is assigned every day to super high priority cases

- Access to care
- Life and death situations
- Out of a critical medication
- Loss of coverage and medical need

High Priority Urgent but not quite as urgent as super high priority

- VHC transition issues often fall in this category

Moderate Don't generally need immediate action

- Access to medical records
- Provider complaints
- How to file a grievance

Low Priority

- Billing issue after care has been received. Could be a higher priority if a large amount involved

Quick

- Cases that can be resolved in quickly, perhaps in a single phone call

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