

### **Alert**

New Vermont Medicaid Cards effective for 01/01/2014  
Members will not have new card until Mid-January

December 31, 2013

Dear Pharmacy Provider:

We have approximately 1,900 members who are transitioning from Catamount Health Plan (CHAP) to a Vermont Medicaid Plan. These members will not have had a previous Vermont Medicaid card and will not receive a notice about the transition until next week. A member could show up at your pharmacy without a card, however, the insurance coverage is actually in effect.

We are outreaching to you today to make you aware of this situation and to ask that you confirm eligibility for these members so that you are able to process claims for necessary prescriptions.

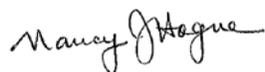
As always, eligibility may be confirmed in the absence of a Green Mountain Care health plan ID card or a member's unique ID number. The Green Mountain Care Eligibility Verification System (EVS) provides beneficiary information to participating health care providers.

There are two components of the EVS.

- Voice Response System (VRS), 802-878-7871, option 1; or
- Transaction Services at <http://www.vtmedicaid.com/Interactive/login2.html>.

If for any reason you are unable to use either method, you may call the HPES Provider Services Help Desk at (800) 925-1706 or (802) 878-7871.

Sincerely,



Nancy Hogue, Pharm.D.  
Director of Pharmacy Services