



DEPARTMENT OF VERMONT HEALTH ACCESS

Pharmacy Program Handbook



GreenMountainCare
A HEALTHIER STATE OF LIVING

Attention! If you need help in your language, please call 1-800-250-8427

انتباه! إذا كنت بحاجة إلى مساعدة بلغتك ، فيرجى الاتصال
على 1-800-250-8427

သတိပြုရန်! မိတ်ဆွေသည် သင့်ဘာသာစကားဖြင့် အကူအညီ လိုပါက၊
ကျေးဇူးပြုပြီး 1-800-250-8427 ကိုခေါ်ပါ။

Pažnja! Ako vam je potrebna pomoć na vašem jeziku, pozovite **1-800-250-8427**

توجه! اگر شما نیاز به کمک در زبان خود، لطفا با شماره تلفن 1-800-250-8427

Attention! Si vous avez besoin d'assistance dans votre langue, appelez le **1-800-250-8427**

Nurabe maso! Niba ukeneeye ubufasha mu rurimi rwawe, wahamagara kuri **1-800-250-8427**

ध्यान! यदि तपाईंलाई आफ्नो भाषामा मद्दत चाहिन्छ भने, कृपया **1-800-250-8427** मा कल गर्नुहोस्

پاملرنه! که تاسو په خپله ژبه کې مرستې ته اړتیا لرئ،
مهرباني وکړئ **1-800-250-8427** ته زنگ ووهئ

Ogow! Haddii aad u baahan tahay in lagugu caawiyo luqaddada, fadlan wac **1-800-250-8427**

¡Atención! Si necesita ayuda en su idioma, por favor llame al **1-800-250-8427**

Muhimu! Kama wahitaji usaidizi kwa lugha yako, tafadhali piga simu **1-800-250-8427**

Uvaha! Yakshcho vam potribna dopomoha vashoyu movoyu, telefonuyte za nomerom **1-800-250-8427**

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October 2024



Welcome to your Vermont Pharmacy Program

Pharmacy programs in Vermont are managed by the Department of Vermont Health Access. They are listed here. Each one has its own rules and benefits.

This handbook does not give information on Medicaid pharmacy benefits. Do you have Medicaid and need information on your drug benefit? Don't know what program you are in? Call Customer Support at **1-800-250-8427**. Call Monday through Friday, from 8:00 a.m. to 4:30 p.m. (closed on holidays).

Healthy Vermonters Program

This is a free program for Vermonters without prescription drug insurance. It lets them buy covered drugs at a lower cost. Do you have Healthy Vermonters? Your pharmacy can submit a claim to the Department of Vermont Health Access. The Department will not make a payment. But you will pay the lowest Medicaid rate, not the pharmacy's retail price.

Low-Income Subsidy (LIS) or "Extra Help"

This program helps pay drug costs for people on a Medicare drug plan. It pays monthly payments, annual deductibles, and drug co-pays. Some costs are not paid by the drug plan or Extra Help. Green Mountain Care will help pay some of those costs. Are you on a Medicare Savings Program? Then we will sign you up for Extra Help. **Some people must apply for Extra Help every year.**

Want to sign up or learn more? Call your local State Health Insurance Assistance Program office at **1-800-642-5119**. **OR** call your local Social Security office or go to [the website](#).

Understanding Your Medicare Prescription Drug Plan

This is usually a Medicare Part D Drug Plan. It can also be part of a Medicare Part C or "Medicare Advantage" plan. We call both of these a Medicare Prescription Drug Plan. The Centers for Medicare and Medicaid Services run these programs. If you need help getting a Medicare Prescription Drug Plan:

- 1) Call **1-800-633-4227** - TTY 1-877-486-2048
- 2) **OR** go to the [Medicare website](#).
- 3) **OR** call the State Health Insurance Assistance Program **1-800-642-5119**. They are on the Area Agency on Aging's Helpline.

VPharm Programs: VPharm 1, VPharm 2 and VPharm 3

VPharm programs help people who can't get Medicaid but have Medicare. It pays for their Medicare Prescription Drug Plan and related costs. You will have co-pays of \$1 or \$2, depending on the drug. VPharm pays the rest of the cost.

VPharm may also help pay the monthly payment for your Medicare drug plan.

VPharm has 3 levels: VPharm 1, VPharm 2, and VPharm 3. Each program has its own rules and benefits. Your Medicare drug plan pays its part for all your drugs. You pay your co-pay. Then VPharm pays its part. Members must have a Medicare drug plan to keep VPharm. Your drug plan must work in Vermont. You must use a Vermont Medicaid provider.

Monthly Premium Payments:

- **\$15** for VPharm 1
- **\$20** for VPharm 2
- **\$50** for VPharm 3

VPharm1, VPharm 2 and VPharm 3 all pay for:

- **Diabetic supplies**
- **Part of your drug plan monthly payment up to a set cost.** The federal government decides the set cost every year on January 1. Low Income Subsidy (LIS) "Extra Help" also pays part of the monthly payment. Are you in an enhanced Medicare drug plan? Then VPharm may not pay the full monthly payment.
- **Part of your co-pays, deductibles and co-insurance AND coverage gaps for short and long-term drugs.** Low Income Subsidy "Extra Help" also pays part of these costs.
- **Some kinds of drugs not covered by the drug plan.** This is some over-the-counter medicine, vitamins and cough/cold medicines.

VPharm 1 also pays for:

- One comprehensive and one interim **eye exam** every 2 two years. It must be done by an optometrist or ophthalmologist.

Want more information or to sign up for VPharm 1, VPharm 2 or VPharm 3? Call Customer Support at **1-800-250-8427**. Call Monday through Friday, from 8:00 a.m. to 4:30 p.m. We are closed on holidays.

Your Drug Plan Formulary

A **formulary** is a list of drugs. To help keep costs down, your drug plan asks doctors to prescribe drugs from this list. For some drugs, your drug plan must OK the drug before you get it. This is called a **prior approval**. Without it, they won't pay for the drug. If your drug plan won't approve a drug, you can appeal. See the section "When You Don't Agree with An Action."

Medicare Won't Pay for Some Drugs

These are called **Medicare Excluded Drugs**. It includes over-the-counter drugs, some prescription vitamins and some cough and cold medicine. Department of Vermont Health Access covers some of these drugs but some need prior approval. Your doctor can ask for prior approval. They should complete a prior authorization form and send it in. They can get the form at the [Medicare website](#).

VPharm pays for **some** generic over-the-counter drugs. Here is the [complete list](#).

Our programs **don't** cover experimental drugs because there is no proof they work. We also don't cover drugs not approved by the Federal Drug Administration.

Co-payments or Co-pays

With VPharm, your co-pay for each drug will be \$1 or \$2.

- If the state pays \$29.99 or less for the drug, your co-pay will be \$1.
- If the state pays \$30 or more for the drug, your co-pay will be \$2.

What if you are asked to pay more than \$2? Ask if the pharmacist billed Green Mountain Care. Or call Customer Support at **1-800-250-8427** for help.

Your ID Card

Your Green Mountain Care ID card will be mailed to your home. Please show it when you go to the drug store. Didn't get your new ID card within a month of getting this handbook? **OR** lost your card? Call Customer Support at **1-800-250-8427** and ask for a new one.

Do you have Medicare prescription insurance? Then show your provider both of your insurance ID cards.

Doctors and Providers

Doctors who write prescriptions for you and your pharmacy **must** be part of our programs. Most doctors and pharmacies in Vermont already are. Have questions about doctors and pharmacies? Call Customer Support at **1-800-250-8427**. **OR** go to the [website](#) and click on “Provider Look-up.”

Medicare Savings Programs

These are programs that help people pay for Medicare Part A and Part B. Some VPharm members with lower incomes may get help paying all the costs. Do you want both Medicare and Medicaid to help pay? Then your doctors/providers must be part of both the Medicare and the Medicaid programs. The programs are:

- **Qualified Medicare Beneficiary (QMB)** - Pays Medicare Parts A and B monthly payments, deductibles, co-insurance, and co-pays
- **Specified Low-Income Medicare Beneficiaries (SLMB)** - Pays for Medicare Part B monthly payments only
- **Qualified Individuals (QI-1)** - Pays for Medicare Part B monthly payments only

You don't pay a monthly payment for Medicare Savings Programs. The letter about your VPharm coverage said if you can get this help. What if you don't have a Medicare Saving Program but think you should? Call Customer Support at **1-800-250-8427**.

Pay Your VPharm Monthly Payment

Pay as soon as you get the first bill. If you do, coverage can start at the first of the next month. You must keep paying on time. That way you won't lose or have a gap in your coverage. Healthy Vermonters Program members **don't** have a monthly payment. But all other pharmacy programs do.

What if you lose your bill? Call Customer Support at **1-800-250-8427**. They can tell you how much you owe and how to pay.

You can set up Automatic Payments

Then you don't have to worry about paying your bill each month. Your payment will be taken out of your checking or savings account each month.

Have questions about your monthly premium payment? Call Customer Support at **1-800-250-8427**. They can also tell you about setting up automatic payments.

Your Rights and Responsibilities

You have the right to:

- Be treated politely.
- Be treated with care.
- Choose and change your doctor/providers.
- Get facts about your program services and doctor/providers.
- Be told about your health in words you can understand.
- Decide about your health care, have your questions answered, and refuse treatment.
- Ask for and get a copy of your medical records. You may ask for changes if the information is wrong.
- Get a second opinion from another doctor/provider enrolled in Vermont Medicaid.
- Talk about your program or health care concerns.
- Not be held down or kept alone because of bullying, punishment, or because it's easier.
- Ask for an appeal if you are denied services you think you need. See page 12 for more information.

Take care of your health by:

- Telling your doctor about your signs of illness and health history.
- Asking questions when you need to know more or don't understand something.
- Following the treatment plans you and your doctor agree to.
- Keeping your appointments or calling ahead to cancel if you can't make it.
- Learning about your program rules so you use the services the best you can.
- Making sure you get needed referrals from your doctor before seeing other doctors.
- Paying premiums and co-pays as needed.

Other Programs for Vermonters

Living Wills and Advance Directives

A **living will** is a written record. It says:

- Who can make health decisions for you if you can't
- How much the person can decide
- Who your doctor/primary care provider is
- What health care and or treatment you want
- How you want personal issues handled, such as your funeral
- Who you want to be your guardian, if needed
- Who you **don't** want making decisions for you
- What kind of care you want if you are dying

Living wills are free. They are also called an advance directive or durable power of attorney for health care. They may be called an end-of-life terminal care document. Vermont's law about living wills is the Vermont Advance Directive law (Title 18, Chapter 231).

You may be too sick to make health care decisions. If it is **not** an emergency, doctors can't give you care right away. They must first find out if you have a living will. If you do, they must obey the instructions in the living will. **OR** obey the instructions of the person you chose to make health decisions.

Can a doctor refuse to follow the instructions in your advance directive? Yes, if they believe it is wrong. **BUT** they must:

- Tell you and the person you named to make decisions;
- Help transfer your care to another doctor who will obey the instructions;
- Keep giving you health care until a new doctor is found; and
- Explain in your medical record:
 - the problem
 - the steps taken to fix it and
 - how the problem was solved.

Every health care provider must obey the law for living wills. They must have their own rules to make sure the law and regulations are followed.

Do you think someone is not following the law? Call the Division of Licensing and Protection at **1-800-564-1612**. **OR** go to the [Division of Licensing and Protection website](#) to file a complaint. **OR** send a letter to:

Division of Licensing and Protection
103 South Main Street, Ladd Hall
Waterbury, VT 05671

Want information about state law and living wills? Call the Vermont Ethics Network at **1-802-828-2909**. **OR** go to their website at vtethicsnetwork.org. They also have forms to make a living will.

Title 18 is Vermont law on living wills. You can see it [online](#). Want to know more? Talk to your doctor or call Customer Support at **1-800-250-8427**.

Organ Donation

You may want to donate your organs when you die. One donor can help many people. To learn more, call **1-888-275-4772** for free information. Or visit the [website](#) for free information.

Sharing Information with Your Doctor/Provider

We want to help your doctor make sure you get the health care you need. We may give them a list of drugs you are taking. This helps make sure you only get drugs that work well together for you.

Notice of Privacy Practices

You got a letter saying you met the rules for our programs. It also had a copy of our **Notice of Privacy Practices**. The federal law, called HIPAA, says we must give you the notice. The notice tells you your privacy rights. It says how your health information may be used or shared. Need another copy of the notice? Call Customer Support at **1-800-250-8427** and ask. **OR** you can see it [online](#).

Quality Assurance Program

This is a program to make sure that you get quality health care and good service. Some of the things we look at to make sure are:

- How much medication patients use;
- How many members get regular care to prevent illness;
- How many members use the emergency room when it's **not** an emergency;
- How physical and mental health care providers work together;
- How happy members and providers are with our programs.

We ask doctors to follow our best practice guidelines for certain chronic illnesses. This can keep you healthier.

Are there ways we can improve our programs and make yours work better for you? Call Customer Support **1-800-250-8427**. Your comments will be part of our quality review.

Problems and Complaints

Are you having problems getting your prescriptions? Or do you have a complaint? Call Customer Support at **1-800-250-8427**. If your problem isn't fixed, you can appeal. Find out more about appeals on page 14.

When You Don't Agree with a Decision About Your Drugs

Your drug plan will make most decisions. Call the customer service number on the back of your ID card. They will tell you how to appeal if you disagree. Below is how appeals work when you have a drug plan and VPharm.



Appealing Denials from your Drug Plan

Did you ask for prior approval for a drug? Did your drug plan refuse to pay for it? You can ask VPharm to pay for it. **BUT** first you must follow all your drug plan's appeal rules. There are several steps. You need to appeal each step including the **Independent Review Entity** step. What if the Independent Review Entity says the drug plan doesn't have to pay? Then your doctor prescribing the medication may ask VPharm to pay for it. They must give VPharm a copy of the Independent Review Entity decision.

Did your drug plan not pay for your drug because it is "not covered?" If so, then you **don't** have to appeal. Your doctor will need to ask VPharm to pay. They must give VPharm a copy of the paper saying the drug is not covered.

VPharm will send a written notice to you and your doctor. It will say what they decided.

What if VPharm decides to deny, limit, reduce, or stop a benefit? This is called an “adverse benefit determination.” You may also ask them to look at that decision again. This is called an internal appeal. Keep reading to find out more.

Do You Think that VPharm’s Decision is Wrong?

Ask for an Internal Appeal

The Department of Vermont Health Access is also called DVHA. An internal appeal asks DVHA to look again at a decision VPharm made. Someone who was not part of the first decision will look at your case. They will tell you what they decide. This is called an internal appeal. In most cases, you must do this before you can ask for a State Fair Hearing.

You have **60 days** to appeal. The 60 days start on the date DVHA mailed the notice of decision to you. Your provider may ask for the appeal if you give them written permission. You may appeal in writing or by phone.

There are 3 ways to ask for an internal appeal:

1. **Call** the Customer Support Center at **1-800-250-8427**. TDD/TTY: 1-888-834-7898
2. Online: <https://dvha.vermont.gov/members/appeals-and-fair-hearings/members> OR [Email](#).
3. **Send a letter** to:

Department of Vermont Health Access
Health Care Appeals Team
150 Pilgrim Park – 3rd Floor
Waterbury, VT 05671-4030

Did we cut or stop pharmacy benefits you already get? You can keep them during your appeal **if you ask**. You must ask for this before the change starts. What is the best way to keep getting your services? Call Customer Services at **1-800-250-8427**.

What happens at an internal appeal? DVHA will set a meeting to take another look at its decision. You should take part in this meeting. You can speak for yourself or have someone speak for you. Your provider can speak or give information to DVHA. **Need help?** You may be able to get free legal advice. Call Legal Aid’s Office of the Health Advocate at **1-800-917-7787**. Or go to Legal Aid website on the internet.

DVHA must decide your appeal within 30 days. What if you ask for more time? What if waiting longer can help you? Examples: Your doctor needs more time to send

information. Or you can't get to a meeting at that time. Then it can take 14 more days. The longest a decision will ever take is **44 days**.

Do you need DVHA to decide your appeal faster? Tell us if waiting will seriously hurt your health or life. DVHA will see if you meet the rules for a fast (expedited) appeal. If you do, you will get a decision **within 72 hours**. It can take longer if you ask for this or it might help you. The longest a fast appeal can take is **17 days**.

Don't Agree with the Internal Appeal Decision?

You can ask for a State Fair Hearing. A hearing officer at the Human Services Board will hear your case. They decide if DVHA made the right decision.

In most cases, the internal appeal must be over first. Then you can ask for a State Fair Hearing. What if DVHA doesn't decide your internal appeal by its deadline? Then you can ask for a State Fair Hearing without waiting for a decision.

You have **120 days** to ask for a State Fair Hearing. When do the 120 days start? With the date on the letter telling you the internal appeal decision.

There are 3 ways to ask for a State Fair Hearing:

1. **Call** Customer Support at **1-800-250-8427**. Or call the Human Services Board directly at **802-828-2536**
2. **OR send a letter** to:

Human Services Board
6 Baldwin St., Suite 305
Montpelier, VT 05633-4301

OR [Online](#)

Did we cut or stop pharmacy benefits you already get? You can keep your benefits during your State Fair Hearing. You must ask for this **within 11 days**. The 11 days start the day DVHA sent you its appeal decision. To keep getting your benefits, call Customer Services at **1-800-250-8427**.

What happens when you ask for a State Fair Hearing? You will get a letter from the Human Services Board. The hearing officer is the person who will decide your case. They will set a meeting to hear your side. They will decide if DVHA made a mistake. You need to take part in this meeting. You can speak for yourself or have someone speak for you. Your doctor/provider can speak or give information to the hearing officer.

Need help? You may be able to get **free** help from Vermont Legal Aid. Call their Office of Health Care Advocate at **1-800-917-7787**. **OR** go to their [website](#).

How long will it take to get a decision on your State Fair Hearing? The Human Services Board must decide your case **within 90 days**. The 90 days start on the date you first asked for an internal appeal.

Do you need a faster decision? Tell us if waiting will seriously hurt your health or life. Do you meet the rules for a faster State Fair Hearing? Then you will get a decision **within 3 business days**.

Keeping Pharmacy Benefits While You Appeal – Other things you need to know

- Did you pay for benefits yourself? If you **win** the appeal or hearing, you may be able to be reimbursed by your pharmacy. Ask us how.
- Did the state pay for the benefits during the appeal? If you **lose**, you may have to pay it back.
- Are you asking for an appeal or hearing? At the same time, you can ask to keep services until it is over.
- Is your appeal or hearing about a service that ended or was cut? Did it end or get cut because of a change in federal or state law? If so, you **can't keep** the service during the appeal or hearing.
- Is the hearing about your monthly premium payment? You must pay it by the due date or your coverage will end. If you **win** the hearing, you will be paid back if you over paid.

Grievances

Are you unhappy with where or when you have to go for services? Do you think your services are not good enough? Were you harmed after using your rights? Were you not treated right? Does it take you too long to get an appointment? You can file a complaint called a **grievance** any time. Someone who was not part of what happened to you will look at your grievance. You will get a letter about what they found **within 90 days**.

There are 2 ways to file a grievance:

1. **Call** Customer Support at **1-800-250-8427**.
2. **OR send a letter** to:

Department of Vermont Health Access
Health Care Appeals Team
150 Pilgrim Park – 3rd Floor
Waterbury, VT 05671-4030

What if you are not happy with the grievance decision? You may ask for a Grievance Review. A different person will look at your Grievance and make sure the rules were followed. You will get a letter with the results of the review.

You and your doctor can't be punished for filing an appeal or grievance. Do you need help filing an appeal or grievance? Call Customer Support at **1-800-250-8427**. You can also ask a family member, a friend or another person to help. You must tell the State that you want this person to speak for you. Call us if you need help with these steps. You can also call the Office of the Health Care Advocate at **1-800-917-7787**. **OR** go to their [website](#).

Good Cause and Hardship Request

Are you on VPharm? Are you having trouble signing up for a new drug plan or getting coverage? Call the drug plan or ask someone to call for you. Do everything you can to solve the problem. What if that doesn't work? Will it seriously hurt you if you don't get your drugs? Then send in a Good Cause and Hardship Request. To do this, call Customer Support at **1-800-250-8427**. They can help you get your medicine until the problem is solved.

Need Help?

Customer Support

Customer Support is there to help you. They can answer questions about your program. They can help if you have problems getting health care. Call Customer Support at **1-800-250-8427**.

Customer Support is open 8:00 a.m. to 4:30 p.m. Monday through Friday. We are closed on holidays.

Reporting Changes

You **must** report these changes **within 10 days** of the change:

- Changes in your income or household
- Address changes
- The birth or adoption of children
- Deaths
- Getting other health insurance

The Office of the Health Care Advocate

They help with problems about your health care or benefits. They can also help you with Grievance, Appeals and Fair Hearings. Call them at **1-800-917-7787**. **OR** go to their [website](#).

More Information

We are happy to tell members about our programs, services, and providers. Besides this handbook, you can also get:

- A list of providers in your area who are part of our programs
- Program rules
- How we plan to make our services better
- More information about services we cover

You can also find out more on the [web](#).

Other Programs

There are other programs and services for children, adults, and families. Some programs will give you a ride to their services. Find out more by calling Customer Support at **1-800-250-8427**. You must meet more rules to get some programs. Have questions or want to know if you meet the rules? Call the program you want. Their names and numbers are below.

Adult Day Services

Adult Day Services help older adults and adults with disabilities stay in their own homes. Adult Day Services are done in day centers. It is a safe place where people can get health and social services. Call the Division of Disabilities, Aging and Independent Living at **802-241-2401**. **OR** go to [their website](#).

Attendant Services Program

This program helps adults with disabilities who need physical assistance with daily activities. You hire, train, supervise, and schedule your personal care attendants. Call the Division of Disabilities, Aging and Independent Living at **802-241-2401**. **OR** go to [their website](#).

Children's Integrated Services (CIS)

This helps women who are pregnant or just had a baby. It also helps families with children from birth to age six. They help with:

- social work and family support;
- maternal/child health and nursing;
- child development and helping children birth to 3 with delays;
- early childhood and family mental health;
- child care; and
- other things like eating right, speech and language problems

Call the Department for Children and Families Child Development Division at **802-241-3110** or **1-800-649-2642**. **OR** go to [their website](#).

Children’s Integrated Services - Early Intervention (CIS-EI)

This program is for children under age 3 who have disabilities. **OR** for children who are behind others their age. It helps babies, toddler and families. Call Vermont Family Network at **1-800-800-4005**.

Children’s Personal Care Services

Children’s Personal Care is a Medicaid service for people under age 21. They must have a serious long-term disability or health problem. It must keep them from doing things people their age should do. It must keep them from doing daily living activities, like eating, dressing, going to the bathroom alone. The program helps with the child’s personal care. Call **1-800-660-4427** or **802-863-7338**. **OR** go to [their website](#).

Children with Special Health Needs (CSHN) Clinics

This program has clinics and helps arrange care for children with special health needs. They help with some health care costs not covered by health insurance or Dr. Dynasaur. Call **1-800-660-4427** or **802-863-7338**, **OR** go to [their website](#).

Choices for Care

This is a long-term care program. It pays for care and support for older Vermonters and people with physical disabilities. The program helps people with everyday activities. They can be living at home, in enhanced residential care, or in a nursing home.

Providers are:

- Adult Day Centers
- Area Agencies on Aging
- Assisted Living Residences
- Home Health Agencies
- Nursing Facilities
- Residential Care Homes

Call **802-241-0294**. **OR** go to [their website](#).

Developmental Disability Services

They help people of any age with a developmental disability. They help keep them living at home with their families. Services include case management, employment services, community supports, and respite. Respite gives care while families take short breaks. Call the Department of Disabilities, Aging and Independent Living at **802-241-0304**. **OR** go to [their website](#).

Financial Assistance Program

They help families pay the costs of their child's health care that insurance doesn't cover. The services must have been prescribed or approved by a Children's Special Health Needs clinic. Call the Vermont Department of Health at **1-800-660-4427** or **802-863-7338**. **OR** go to [their website](#).

Flexible Family Funding

This is for people of any age with a developmental disability who live with family. **OR** for families who live with and support a family member with a developmental disability. Families decide which services the funds will pay for. Call the Department of Disabilities, Aging and Independent Living, Developmental Services Division at **802-241-0304**. **OR** go to [their website](#).

High Technology Nursing Care

This is an intensive home nursing program. It is for people who need technology to live or have difficult medical needs. The program helps people go from a hospital or institution to their home. For people **over age 21**, call Department of Disabilities, Aging and Independent Living at **802-241-0294**. **OR** go to [their website](#).

For people **under age 21**, call Pediatric High Technology Home Care Program. Call **1-800-660-4427** or **802-863-7338**. **OR** go to [their website](#).

Homemaker Services

This helps people age 18 and over with disabilities. They must need help with personal needs or household chores to live at home. Services include shopping, cleaning, and laundry. Call the Department of Disabilities, Aging and Independent Living at **802-241-0294**. **OR** go to [their website](#).

Special Clinics

These are clinics for children. They specialize in:

- Cardiology
- Child Development
- Craniofacial/Cleft Lip and Palate
- Cystic Fibrosis
- Epilepsy/Neurology
- Hand

- Juvenile Rheumatoid Arthritis
- Metabolic
- Myelomeningocele
- Muscular Dystrophy
- Orthopedic
- Rhizotomy
- Other conditions

Call the Vermont Department of Health at **1-800-464-4343** or **802-863-7200**. **OR** go to [their website](#).

Special Services

These are nurses or medical social workers. They help with getting special health care you can't get from direct service clinics. Call the Vermont Department of Health at **1-800-464-4343** or **802-863-7200**. **OR** go to [their website](#).

Vermont Early Hearing Detection and Intervention Program

This gives support, training and care management to families and their babies, and community providers. They help with finding testing and early intervention services. Call **1-800-537-0076** or **802-651-1872**. **OR** go to [their website](#).

Mental Health

The State of Vermont works with agencies across the state. They help people and their families with problems that mess up their lives. This can be high emotional distress, mental illness, or serious behavior problems. They can also help find residential care, emergency beds, and hospital care. Call Department of Mental Health at **802-241-0090**. **OR** go to [their website](#). Services include:

- **Adult Outpatient Services** - Services may include evaluation, counseling, prescribing medication and monitoring. It may include services for individuals age 60 or over with mental health care needs. You may be put on a waiting list.

- **Child, Adolescent, and Family Services** - This is services and supports for families whose children or teens have mental health issues. They help them live, learn, and grow up healthy in their school, and community. Services include screening, prevention, social supports, treatment, counseling, and emergency response.
- **Community Rehabilitation and Treatment** - This program helps people live in their communities among family, friends, and neighbors. Services are only for adults with certain kinds of severe mental illness. They must also meet other rules.
- **Emergency Services** - This is mental health emergency services. They are open 24 hours a day, 7 days a week. Services may include phone support, face-to-face review, referral, and consultation.

Help Is Available 24/7

<p>From Distress to Crisis Call 988 or Text VT to 741741</p>	<p>Peer Support Call/Text 833-888-2557</p>
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More Resources at Mentalhealth.vermont.gov VERMONT

Traumatic Brain Injury Program

This helps people age 16 or older with a moderate to severe brain injury. It helps people go home from hospitals and facilities. It helps people be as independent as possible and return to work. Call the Department of Disabilities, Aging and Independent Living at **802-241-0294**. OR go to [their website](#).

Women, Infants, and Children Program or WIC

This is a program for infants and children up to age 5. It is also for people who are pregnant or just had a baby. It gives them good food and teaches them about healthy eating and breast-feeding. Anyone in Medicaid can get the WIC program. Go to [their website](#). OR text VTWIC to **855-11**.

Find out more about help in your community go to the [Vermont 211 website](#).

Is Someone Stealing or Cheating to Get Medicaid money?

Tell the Special Investigations Unit. Here is how to reach them:

- [Website](#)
 - Click: Report Medicaid Fraud, Waste, and Abuse
 - Click: Fraud and Abuse Referral Form
- **Email:** ReportMedicaidFraud@vermont.gov
- **Phone:** 802-241-9210
- **Fax:** 802-871-3090 (direct fax to “DVHA Special Investigations Unit”)
- **Mailing Address:**
 - DVHA Special Investigations Unit
 - NOB 1 South, 280 State Drive
 - Waterbury, VT 05671-1010