State of Vermont
Department of Vermont Health Access
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Agency of Human Services
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March 15, 2023

Limitations on Cost-Sharing for Vermont Medicaid Members

Dear Medicaid Provider,

Effective April 1, 2023, the Department of Vermont Health Access (DVHA) is improving its systems for tracking and charging copays for Vermont Medicaid members. The new process will streamline copay information available to Vermont Medicaid-enrolled providers and will ensure Vermont Medicaid members are not charged more than 5% of their household's total income on cost-sharing.

This change is in accordance with federal regulations at 42 CFR § 447.56(f). The new process will _not_ affect provider revenues, nor costs for Medicaid members.

Currently, Vermont Medicaid uses a manual, retrospective process to refund Medicaid members for any copays charged over 5% of their income each quarter. Under the new process, Vermont Medicaid will automatically track member copays and turn them off once members meet 5% of their household's income.

How does this impact Vermont Medicaid members?

If Vermont Medicaid members reach their copay cap, they will receive a notice in the mail telling them they will not be charged copays for the rest of the quarter. If members exceeded their 5% cap in a quarter, they will receive a refund from Vermont Medicaid.

How does this impact Vermont-enrolled Medicaid providers?

When the new tracking process begins, the Green Mountain Care Eligibility System (EVS) will show a copay eligibility indicator. The indicator will reflect whether Vermont Medicaid members should or should not be charged a copay based on the 5% cap. It is important for providers to continue to check EVS at the time of each visit to ensure copays are charged only when due.

The Green Mountain Care Eligibility System (EVS) provides member information to Vermont enrolled providers. There are two ways to check member eligibility and whether copays are due:

1. Call 1-802-878-7871 and choose option 1, or

2. Go to http://www.vtmedicaid.com/#/home and click on "Transactions," then "Login."

To comply with Medicaid agreements, Vermont Medicaid participating providers must not hold member copayments as account credits; copays must be refunded back to the member in a timely manner.

Who should I contact if I have questions?

For additional information, please visit https://dvha.vermont.gov/providers/5-percent-copay-cap.

For questions, please contact Gainwell Provider Call Center at 800-925-1706.