



February 21, 2023

**Questions?** Call 1-855-899-9600(toll free)  
**Deaf or hard of hearing?** Call 711  
Master Case ID: 1-4389706992  
Contact ID: 1-20LIN8Y

\*\*\*PRINTDOC\*\*\*

Molly Moon  
8 Sparkler Lane  
Essex, VT 05452

**Your Medicaid/Dr. Dynasaur is ending February 28, 2023.**

**Want to keep it? Renew before it ends. Keep reading to find out how.**

Dear Molly Moon,

You must renew your Medicaid/Dr. Dynasaur every year before it ends. To **renew**, make sure the information we have on you is correct. We sent you a 205IFAR renewal form a month ago. You did not send it back. Without it we cannot tell if you and members of your household still meet the rules. **Your Medicaid/Dr. Dynasaur is ending because you did not renew** (HBEE 4.03(a), 75.01, 75.03).

**What can I do to keep my Medicaid/Dr. Dynasaur from ending?**

**Renew before it ends.** We must get your renewal form before **February 28, 2023.** That is the only way to see if you can keep it. **What if you don't renew?** These members of your household will **lose** Medicaid/Dr. Dynasaur:

When we say "you" in this letter, we mean the people listed above.

## There are 5 ways to renew

The **fastest ways** are **#1** and **#2**.

1. **By phone:** Call **1-855-899-9600** for free. We are open 8 a.m. to 4:30 p.m. Monday to Friday (except holidays).
2. **Online:** Already have an account? Go to [VermontHealthConnect.gov](http://VermontHealthConnect.gov). Click the orange "Log In" button at the top of the page.
3. **Get in-person help** from an Assister. To find one near you, go to [info.healthconnect.vermont.gov/find-local-help/find](http://info.healthconnect.vermont.gov/find-local-help/find) on the internet. Or call us at **1-855-899-9600**.
4. **Mail** your completed, signed 205IFAR renewal form to:  
Vermont Health Connect  
280 State Drive, NOB 1 South  
Waterbury, VT 05671-8100
5. **Bring** your completed, signed 205IFAR form to a district office. Call **1-855-899-9600** for help finding the office closest to you.

## What if I don't renew and my Medicaid/Dr. Dynasaur ends?

You won't have health care coverage. But you can **re-apply any time**.

**It is best to re-apply within 60 days** of when your Medicaid/Dr. Dynasaur ended. What if you wait **longer than 60 days**? You may not be able to enroll in **other** health care coverage until November 1<sup>st</sup> to January 15<sup>th</sup>. **This is true unless you meet certain rules.** Keep reading to learn more.

**There are 4 ways to re-apply.** The **fastest ways** are **#1** and **#2**.

1. Call **1-855-899-9600**.
2. **OR** apply online at [VermontHealthConnect.gov](http://VermontHealthConnect.gov).
3. **OR** ask us to get you in-person help from an Assister.
4. **OR** fill out a paper copy.
  - Are you re-applying **within 90 days** of your Medicaid/Dr. Dynasaur ending? You can use the 205IFAR paper form we sent you earlier. Using this form is easier because it is filled out for you. Just check and see if it is correct. If it is wrong, put in the right information. Then sign it and return it to us.
  - Are you re-applying **more than 90 days** after your Medicaid/Dr. Dynasaur ended? You must use a different paper form. None of it is filled out for you.
    - You can get the paper application on the internet. Go to [info.healthconnect.vermont.gov/how-apply/paper-applications](http://info.healthconnect.vermont.gov/how-apply/paper-applications). Go down the page and click on "

Application for Health Coverage and help paying costs (205ALLMED)." Print it, fill it out and send it to us.

- **OR** call **1-855-899-9600** and ask us to mail you a paper copy. Fill it out and send it back.

### **What if I re-apply but can't get Medicaid/Dr. Dynasaur?**

We will see if you can enroll in **other** health care coverage. We call this a Qualified Health Plan. It is a health insurance plan you can buy. **Most people get help paying for a Qualified Health Plan.** This lowers the monthly cost of the plan.

**You can only sign up for or change a Qualified Health Plan at certain times.**

1. Sign up **within 60 days of losing Medicaid/Dr. Dynasaur** or other health care coverage. This is called a Special Enrollment Period. Some kinds of Special Enrollment Periods are for certain life events. This can be marriage, divorce, having or adopting a child or losing health care. You must sign up **within 60 days of the life event.** Call **1-855-899-9600** to find out more.
2. Call **1-855-899-9600** to see if you meet **income and other rules.** If you do, you can sign up for or change your Plan **any time.** Rules change from time to time. Call to see if you meet the rules **now.**
3. You can sign up or change your Qualified Health Plan **once a year.** You can do this from **November 1<sup>st</sup> to January 15<sup>th</sup>.** This is called Open Enrollment.

### **What if I have questions or need help?**

1. Call us for free at **1-855-899-9600** from 8 a.m. to 4:30 p.m. Monday to Friday (except holidays).
2. You can get in-person help from an Assister. To find one in your area, go to [info.healthconnect.vermont.gov/find-local-help/find](http://info.healthconnect.vermont.gov/find-local-help/find). Or call VHC Customer Support at **1-855-899-9600.**
3. You can get **FREE help** by calling the Office of the Health Care Advocate. Their number is **1-800-917-7787.** **OR** go to [www.vtlawhelp.org](http://www.vtlawhelp.org) on the internet.

Thank you,  
Vermont Health Connect Customer Support

### **Rights of People with Disabilities**

Is it hard for you to do the things we ask you to do? We can make changes to help you. Changes are called "reasonable accommodations" under the ADA (Americans with Disabilities Act).

Here are **some** of the changes we can make:

- Someone can write down your answers if you can't.
- We can give you more time.
- We can help you get papers you need to give us.
- You can have a support person with you when you talk to us.
- We can send you papers in large print.

Do you need **any** changes to help you? Tell us by calling **1-855-899-9600** for free.

## Your Right to Appeal

### What if I think the decision is wrong?

#### You have the right to appeal.

To appeal means to ask for a decision to be looked at again. You tell someone who did not make the decision why you think it's wrong. This is called a fair hearing.

There are 4 ways to file an appeal:

1. Call Customer Support for free: **1-855-899-9600**
2. Send a letter to: Human Services Board,  
14-16 Baldwin Street, 2<sup>nd</sup> Floor, Montpelier, VT  
05633-4302
3. E-mail: [AHS.DVHAHealthCareAppealsTeam@vermont.gov](mailto:AHS.DVHAHealthCareAppealsTeam@vermont.gov). Write Appeal as the subject.
4. Sign in to your VHC account:  
<https://healthconnect.vermont.gov/>  
Click on the Appeal button.

### Is there a deadline to appeal?

Yes. You have **90 days** to appeal after the date of the decision. After you appeal, the Human Services Board will mail information to you. They have 90 days to decide your appeal.

### Can someone speak for me in my appeal?

Yes. Speak for yourself **or** have a friend, relative or someone else speak for you. **OR** have a lawyer speak for you.

### Where can I get help with my appeal?

Call Legal Aid's Office of the Health Care Advocate at **1-800-917-7787** for free legal advice. You may get a free lawyer.

### What if I need health care right away?

Will waiting for an appeal harm you? You can ask for a fast (expedited) appeal. Most fast appeals are decided in 7 working days. It may take longer if your appeal is about long-term care. **OR** about Medicaid for people who are aged, blind, or disabled. These appeals are decided as fast as possible.

### Can I keep my coverage or keep my monthly premium payment the same while I appeal?

Yes. When you appeal, tell us you want "continuing benefits." This means you want your health care coverage to stay the same during the appeal.

You must appeal on or before the date your coverage ends. **OR** on or before the date your monthly premium payment changes.

### Want to keep your federal premium help (APTC) for your Qualified Health Plan?

Tell us when you appeal. What if you get more help during the appeal than you meet the rules for? Then you may have to pay it back when you file your taxes.

### What happens after the appeal is decided?

Did you get health services you did not meet the rules for? Then we may ask you to pay us back. Also, winning or losing the appeal may change health care for others in your household.

**Do I have to pay my monthly premium payment during my appeal?** Yes. If you don't, you could lose your health insurance.

### What if my health care coverage stops and I win my appeal?

We will start your health care coverage again. It may go back to the date it ended. If you paid too much in monthly payments, we will pay you back.

### Can I apply again?

Yes. Apply for Medicaid/Dr. Dynasaur **any time**. If you are denied, you may buy health insurance called a Qualified Health Plan. **Most people get help paying costs.**

### You can only sign up for or change a Qualified Health Plan at certain times.

1. Call **1-855-899-9600** to see if you meet **income and other rules**. If you do, you can sign up for or change your Plan **any time**. Rules change from time to time. Call to see if you meet the rules **now**.
2. **You may get a Special Enrollment Period after some life events**. Life events include marriage, divorce, having or adopting a child. It can also be losing Medicaid/Dr. Dynasaur or other health care. You must sign up **within 60 days** of the life event. Call **1-855-899-9600** to find out more.
3. You can sign up or change your Qualified Health Plan **once a year**. You can do this from **November 1<sup>st</sup> to January 15<sup>th</sup>**. This is called Open Enrollment.