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VHC Guide for requesting an extension to a Medicaid Renewal deadline

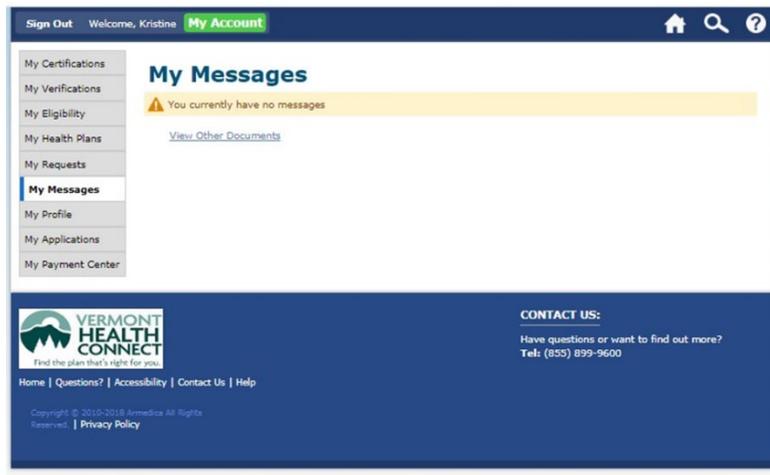
Department of Vermont Health Access

December 2023

VHC Guide to Requesting a Medicaid Renewal extension

Find it on your VHC portal account.

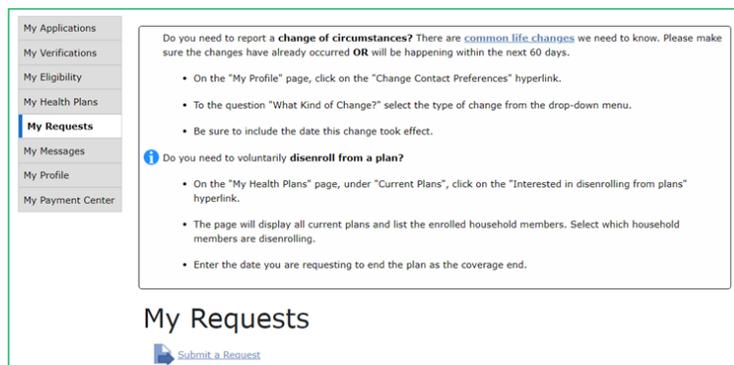
Log in to your account at www.VermontHealthConnect.gov. Go to the **My Messages** tab and click on **View Other Documents**. Click on the notice you are looking for - the [205IFAR](#) is the Medicaid renewal notice.

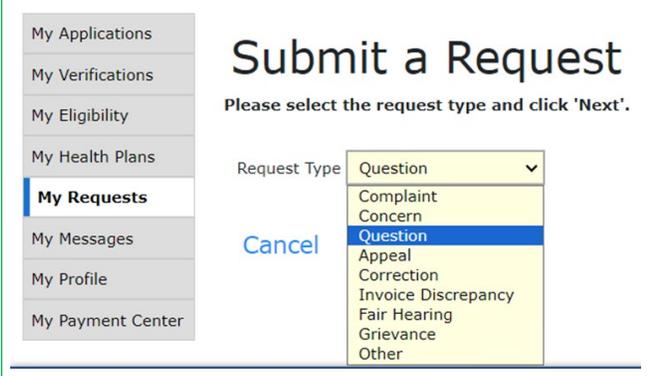


Step 2: If you need more time beyond the deadline.

If you need to request and extension beyond the date indicated on your notice, contact Vermont Health Connect as soon as possible by:

- **Phone** – Call our Customer Support Center at 1-855-9600 and request a “renewal extension”.
 - You should get a new renewal due date.
 - Submit your renewal by the new deadline.
- **Online** – Log in to your account at www.VermontHealthConnect.gov and send us a portal message.
 - Once you have logged in, please click on the "My Requests" tab.
 - From that page, you can "Submit a Request" to send us a secure message regarding your account question.





The screenshot shows a web interface with a sidebar on the left containing navigation links: My Applications, My Verifications, My Eligibility, My Health Plans, My Requests (highlighted), My Messages, My Profile, and My Payment Center. The main content area is titled "Submit a Request" and includes the instruction "Please select the request type and click 'Next'". Below this, there is a "Request Type" dropdown menu with the following options: Question (selected), Complaint, Concern, Question (highlighted in blue), Appeal, Correction, Invoice Discrepancy, Fair Hearing, Grievance, and Other. A "Cancel" button is visible to the left of the dropdown.

- In the body of the message, write “I am requesting a renewal extension” and the reasons for this request.



The screenshot shows the same web interface as the previous one, but now the "Request Type" dropdown is closed. Below the instruction "Please select the request type and click 'Next'", there is a "How would you categorize this request?" dropdown menu with "General" selected. Below that, there is a text input field with the placeholder text "Please enter a description for the request:" and "Field will auto-expand as you type". The input field contains the text "I am requesting a renewal extension because...". At the bottom right, there are "Cancel" and "Submit" buttons.

- You should receive a response within three (3) days stating if your request is approved and the new deadline.
- Submit your renewal by the new deadline.

Step 3. If you need to make a second request for a renewal extension.

If you are unable to submit your renewal by the extended deadline, you may request another extension. To make this request, follow steps 1 and 2 again.