



Frequently Asked Questions – End of Open Enrollment

1. Open Enrollment ends on February 15th, which is this Sunday. If I still need to sign up for health coverage, what are my options for applying at the last minute?

You can apply online, by phone, or by paper.

- **Online:** www.VermontHealthConnect.gov
 - Online applications must be completed, and plans confirmed, by 11:59pm on February 15th
- **Phone:** Customer Support Center: 1-855-899-9600 (toll-free)
 - Open regular hours this Friday 8am-8pm and Saturday 8am-1pm
 - Open special hours this Sunday, February 15th from 9am-2pm
 - Closed Monday in honor of Presidents Day
- **Paper:** Find paper applications at <http://info.healthconnect.vermont.gov/paper>
 - Mail to: Vermont Health Connect, 103 Main South Main Street, Waterbury, VT 05671-8100
 - Paper applications must be postmarked February 17th (due to Sunday and holiday)

2. If I use a Navigator or broker to help me apply, when is my deadline?

Your completed application must either be in the system by February 15th (online or phone) or postmarked by the 17th (paper). That applies whether you submit the application directly or through an Assister. You can find Assisters near you at <http://info.healthconnect.vermont.gov/find> or by calling 1-855-899-9600 (toll-free).

3. Where can I learn more?

- Health Plan Information - <http://info.healthconnect.vermont.gov/healthplans>
- *Getting Started Guide, Health Insurance 101* and more - <http://info.healthconnect.vermont.gov/materials>
- Call the Insurers: Blue Cross Blue Shield of Vermont at 1-800-247-2583 or MVP Health Care at 1-800-TALK-MVP

4. What if I experience technical problems when I try to apply?

If you encounter a problem this weekend, you can email VHC at VTHealthConnect@state.vt.us or call 1-855-899-9600. The Customer Support Center has average wait times of less than a minute throughout Open Enrollment. VHC will work with you to get the health coverage you need.