



Vermont Program for Quality in Health Care, Inc.

# VERMONT TELEHEALTH CONTACT SHEET

## REIMBURSEMENT AND CODING

### BlueCross BlueShield

- **Phone:** 888-449-0443, Option 1 (The calls are going to voicemail but staff are responding to calls promptly from their homes).
- **BCBS Provider Relations Email:** [providerrelations@bcbsvt.com](mailto:providerrelations@bcbsvt.com)
- **Online Resources:** <http://www.bcbsvt.com/provider/communications/news>

### MVP Health Care

Providers Should Contact their Professional Relations Representative with questions:

Jill Bushey	Professional, PR Rep	802-264-6535 <a href="mailto:jbushey@mvphealthcare.com">jbushey@mvphealthcare.com</a>	VT - Addison, Essex, Orange, Orleans, Franklin & Grand Isle Counties
Lori Bombardier	Professional, PR Rep	802-264-6505 <a href="mailto:lbombardier@mpvhealthcare.com">lbombardier@mpvhealthcare.com</a>	VT- Bennington, Chittenden, Caledonia, Lamoille, Rutland, Washington, Windham, and Windsor Counties;  University of Vermont Health Network (UVMHN), Dartmouth and Primary Care Health Partners (PCHP)

**Online Resources:** <https://content.mvphealthcare.com/provider/fast-fax.html>



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## CIGNA

- **Behavioral Provider Support: 1-800-926-2273**
- **Medical Provider Support: 1-800-882-4462**
- **Dental Provider Support: 1-800-244-6224**
- **Online Resources:**  
<https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html>

## Medicaid

- **For all questions related to telehealth (reimbursement and coding): 800-925-1706**
- **For more complex questions reach out to your provider representatives:**  
<http://vtmedicaid.com/assets/manuals/ProviderRepMap.pdf>
- **Online Resources:** <https://dvha.vermont.gov/providers/telehealth>

## Medicare - TBD

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## TECHNICAL ASSISTANCE

### Northeast Telehealth Resource Center

The Northeast Telehealth Resource Center is federally funded to provide technical assistance to develop, implement, and expand telehealth services in New England, New York, and New Jersey. NETRC provides support related to all things telehealth, ranging from fielding one-off questions related to reimbursement, to providing 1:1 consultations to providers to assist them with their telehealth implementation needs.

- **Phone:** 800-379-2021
- **Email:** [netrc@mcdph.org](mailto:netrc@mcdph.org)
- **Online Resources:** <https://netrc.org/administrative.php>