



**Hewlett Packard
Enterprise**

TO: All Providers Seeking Enrollment and Re-Enrollment with Vermont Medicaid
SUBJECT: Provider Enrollment Processing Delay

Due to the implementation of the Affordable Care Act, we have experienced a significant increase in provider enrollment applications for Vermont Medicaid. As many of you are aware, we are now required to verify that provider(s), including billing, attending/servicing, and ordering/referring providers per 42 CFR § 455.410, are registered and eligible to provide services as well as bill for these services. This increase in application volume has caused a delay in our processing time.

We are making every attempt to enroll providers as quickly as possible. We recognize that we are not currently processing the applications within the 20 weeks as we have previously communicated. However, we have developed a plan that will improve the processing time such that by the end of January 2017, we will be processing all applications within 120 days (or approximately 18 weeks). We appreciate your continued understanding while we work through this backlog of applications.

Our Enrollment Specialists are available Monday thru Friday from 8am to 5pm to assist you with any enrollment questions. Please feel free to call us at 800-925-1706 for in-state providers or 1-802-878-7871 for out-of-state.

Providers can verify their current end date with the Provider Look-Up on the Vermont Medicaid website (<http://vtmedicaid.com/#/providerLookup> and click on the "Active Provider Listing").

While our goal is to process applications in a first-come, first-served manner, if you have extenuating circumstances, and need to have a provider enrolled immediately, you can contact Melissa Moore, HPE Provider Services Manager, at 802-857-2964 or Melissa.A.Moore@hpe.com.

Thank you for your continued support of Vermont Medicaid and the patients we serve.