CLAIMS PROCESSING UPDATE

In early 2019, we implemented an important and well-planned technology upgrade.

Prior to and during the transition, we made every effort to minimize the impact to our customers.

However, a percentage of our claims did not process correctly.

We acknowledge, take responsibility, and apologize for any delays or confusion this upgrade caused.

We understand how important it is for you to be able to rely on your local health plan.

And we thank you for choosing Blue Cross and Blue Shield of Vermont.

- As of **Tuesday, July 2** we have **resolved all known claim processing issues**.
- Over the last few months, if we incorrectly processed claims, we have resolved these issues and initiated adjustments.
- This means our claim processing system is up-to-date and operating in a timely and accurate manner — the manner to which you are more accustomed.

While we are confident that our system is processing claims appropriately, please know we promise to:

- Take responsibility for any issues that resulted from this upgrade
- Continue to mitigate and manage any new developments should they arise

If you have any questions we encourage you to contact our customer service team at **(800) 247-2583**, Monday through Friday, 7:00 a.m. to 6:00 p.m. or by emailing us at **customerservice@bcbsvt.com**.