

February 18, 2009



NOTICE

Remittance Advice Adjustments

Over the next few weeks, your Remittance Advice(s) may reflect an increased number of claims that are recovered and reprocessed for Health Savings Account Members (HSA). We anticipate the adjustments will be completed by the end of March 2009.

Blue Cross and Blue Shield of Vermont (BCBSVT) had historically offered a fourth quarter carry over of deductible to some of our membership. This meant that any monies applied to deductibles for services during October, November and December were automatically credited to the next deductible year. HSA members have always been excluded from the fourth quarter carry over benefit.

BCBSVT has identified instances where deductible credits from the 2008 fourth quarter period were automatically applied to the 2009 benefit period for HSA members. To systematically correct the issue we will recover the claim and reprocess. The majority of the claims reprocessed will result in a technical change only, with no change in liability to the member or provider.

We thank you in advance for your patience and understanding. If you have any questions regarding claim-specific recoveries and reprocessing, please feel free to contact our Customer Service Department, Monday through Friday, 7 a.m. to 6 p.m. at (800) 924-3494.

If you have questions regarding this notice, please contact your Provider Relations Consultant at (888) 449-0443.