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Leave no stone unturned
Creativity in pharmaceutical management saves money and lives

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Events in your community
We’re proud to support our communities because we’re Vermonters, too.

**JULY 22–AUGUST 7**
Vermont Mozart Festival
*Summer comes alive with the sound of beautiful chamber music. Be sure to stop by and visit our free water table.*
7 p.m.
Veterans Memorial Park
South Burlington
www.vermontmozartfestival.org

**AUGUST**
6
Vermont Academy of Nutrition and Dietetics
Fuel up for Fitness 5K Fun Run
*We’ll provide a free water station!* Registration at 8:15 a.m.
Race at 9 a.m.
UVM 5K loop (Gutterson Fieldhouse) Burlington
www.eatrightvt.org/events

7
Eleventh Annual Lake Champlain Dragon Boat Festival
*Join Dragonheart Vermont in support of Cancer Survivors in our Community.*
7:30 a.m.–4 p.m.
Waterfront Park, Burlington
ridethedragon.com

13
BCBSVT Hike, Bike & Paddle
*Enjoy free hiking, biking, kayaking and canoeing. Free T-shirts for the first 50 participants.*
11 a.m.–3 p.m.
Prouty Beach, Newport
events@bcbsvt.com

**AUGUST**
14
Yoga on Church Street
*This is a free event; donations are welcome.*
9 a.m.–12 p.m.
Church Street Marketplace Burlington
www.hopeworksvt.org

20
Prevent Child Abuse Walk for Children (Montpelier)
*We’re sponsoring this walk to support Prevent Child Abuse Vermont.*
Registration opens at 8 a.m.
Walk or run starts at 10 a.m.
Statehouse Lawn, Montpelier
www.pcavt.org

21
7th Annual Kicks for a Cure
4–8 p.m.
Oakledge Park, Burlington

**SEPTEMBER**
10
Make-A-Wish Vermont Maple Leaf Half Marathon and Kotler 5K
*We’ll provide free water for runners and spectators.*
Race begins at 8 a.m.
Manchester Center
www.manchestervtmapleleaf.com

17
Prevent Child Abuse Walk for Children (Burlington)
*We’re sponsoring this walk to support Prevent Child Abuse Vermont.*
Registration at 8 a.m., walk at 10 a.m.
First Unitarian Universalist Society Church Lawn, Burlington
www.pcavt.org

Prevent Child Abuse Walk for Children (Rutland)
*We’re sponsoring this walk to support Prevent Child Abuse Vermont.*
Registration at 8 a.m., walk at 10 a.m.
Howe Center, Rutland
www.pcavt.org

15–18
Tunbridge Fair
*Visit our table for info on health care after retirement.*
Fairgrounds, Tunbridge
www.tunbridgeworldsfair.com

We often add more summer events to our calendar. Check our event calendar at, www.bcbsvt.com/calendar, for the most up-to-date information.
Get prepared—Qualified Health Plan open enrollment is just around the corner

Are you planning to purchase a qualified health plan for your employees for 2017? If yes, we want to help you prepare for open enrollment for our qualified health plans. Here’s how to get a head start:

Get all your ducks in a row—participate in one of our webinars

Don’t miss our informative webinars designed to help you navigate open enrollment. You can find an up-to-date listing of our webinars here: www.bcbsvt.com/webinars. Be sure to check back this fall for up-to-date times and locations.

Make your plan selections as early as possible

Remember, open enrollment for groups begins in October. You must select the plans you wish to offer to your employees before their open enrollment begins. Open enrollment for your employees begins on November 15, 2016.

Also, if you start your renewal process sooner, we can process your information in a timely manner, which ensures any member-facing materials, such as ID cards and outlines of coverage, are in-hand by your renewal date.

Use the Employer Resource Center

The Employer Resource Center (ERC) is here to help make your job easier. It also reduces our collective, environmental footprint by limiting the amount of paper transactions we make. This tool does not boast a lot of bells and whistles, flashy photos or marketing campaigns, but it will make managing your benefits easier and more cohesive. When you’re ready to make your renewal selections, you can do so through the ERC. The ERC also allows you to:

- add or remove employees
- review your benefit structure
- pull a census that contains a detailed breakdown of all your employees and their benefits
- review, print and download the pre-sale summary of benefits and coverage
- print a proof of coverage or a temporary ID card
- add a newborn or
- look up your invoice.

All of our ERC reports convert to Excel so you can easily save and sort them at your convenience.

Review your enrollment guide

This year brings some plan design changes, so please carefully review your enrollment guide, as some premium amounts, prescription drug out-of-pocket limits and health savings account compatibilities have changed. Our 2017 enrollment guides will be available closer to the time of open enrollment.

If you’re unsure what plan design is best for you and your employees, our consumer and business support team can help. Give us a call at (800) 255-4550 to go over your options. We can also connect you to our enrollment services team should you have any questions related to the Employer Resource Center and how to make it work for you.
2016 Worksite Wellness Conference Highlights

By Kate Harbaugh

In the first quarter of 2016, the Vermont Governor’s Council on Physical Fitness and Sports hosted its annual Worksite Wellness Conference in Burlington. This conference recognizes Vermont employers who focus on the overall health and well-being of their employees. This event also seeks to connect forward thinking health and wellness specialists in order to expand upon the growing world of health and wellness expertise. Many of our Blue Cross and Blue Shield of Vermont (BCBSVT) groups attended this event and shared rave reviews citing the excellent line up of speakers, ample networking opportunities and innovative ideas related to health and wellness.

Worksite Wellness featured speaker wows audience

David L. Katz, MD, MPH, FACP, FACPM, FACLM, was the featured speaker. His expertise on nutrition and disease prevention wowed many people in the audience including University of Vermont’s human resources operation coordinator, Kaitlyn Bedell. Bedell explains, “[Dr. Katz] was engaging, quoting poems and making jokes but was also extremely informative. He provided statistics and even emotional impacts to back up his stories about nutrition, prevention of chronic diseases and overall well-being.” Katz also encouraged people to look at www.cuisinicity.com for exciting recipe ideas geared towards eating healthy while balancing a busy life. Katz’s wife, Catherine Katz, Ph.D developed www.cuisinicity.com, which boasts healthy, but tasty, recipes like carrot cider baked chicken and creamy spinach artichoke lasagna, to name a couple. For more information on Katz and his scope of expertise, please visit www.davidkatzmd.com.

Networking benefits us all

Networking is key to building strong, health-minded communities and this annual event sought to do just that. Blue Cross and Blue Shield of Vermont’s health and wellness specialist, Alan Cunningham attended the event and learned a great deal about his role at BCBSVT and how to grow our own health initiatives. Cunningham warmly states, “Honestly, I think the opportunity to connect with other wellness ambassadors from companies around the state was most helpful. It was comforting to speak with some folks who were also new to their wellness teams, and others who were veterans. There were plenty of ideas exchanged!”

List of speakers and resources:

- Knowledge to Power in Wellness Practice: The case for sandbagging.
  David Katz, MD, Yale-Griffin Prevention Research Center
- Resilient Leadership.
  Ryan Polly, University of Vermont Medical Center
- Employee Volunteering.
  David Jones, Grossman School of Business, University of Vermont
- Design With the Whole Person in Mind: Integrating safety and health in the workplace.
  Total Worker Health Panel, facilitated by Connie Gavin, Invest EAP
- Employee Wellness to Employee Progress.
  Dave Peckinpaugh, 1COACH
- Secular Meditation in the Workplace.
  Ginny Sassaman, The Happiness Paradigm
- Personal and Professional Resiliency—Bliss Anyone? Pru Sullivan, David L. Cooperider Center for Appreciative Inquiry, Stiller School of Business, Champlain College
- Keeping It Real: Tips for integration and collaboration in your community.
  Tracy Gallo, Blue Cross and Blue Shield of Vermont;
  Evelyn Sikorski, University of Vermont Medical Center;
  Monica Urquhart, Central Vermont Medical Center
Mindful, healthy and holistic

As whole-health organizations take center stage, boasting healthy, happy and more productive employees, we are reminded that our perception of the world also counts. This annual event focused on myriad topics ranging from implementing volunteer programs in our organizations to understanding personal and professional resiliency. Pru Sullivan, who is affiliated with the David L. Coopperider Center for Appreciative Inquiry, presented Personal and Professional Resiliency—Bliss Anyone? Evelyn Sikorski’s team at the University of Vermont Medical Center collectively recalled, “Pru Sullivan gave a talk on finding the joy in your day and remembering the small things that are often overlooked. Along with tools to turn a negative situation into a positive one, Sullivan reminded everyone of the importance of evaluating how we look at our world and our day.”

BCBSVT’s Cunningham echoed this sentiment exactly. “I went in expecting Pru to tell us how to be happier and more resilient, but she truly showed us. She started our session by ‘forcing’ us to laugh for 60 seconds straight, and you’d be surprised how quickly five seconds of forced laughter turned into a room of belly laughs. What an eye-opening session!”

Health and wellness in the workplace has become the yardstick by which we measure the overall success of an organization. This is good news for Vermonters and good news for our employers. In our new world of health and wellness initiatives, organizations and employers understand health is not just about eating your vegetables, but rather the intersection between eating well, sleeping well, lowering stress, feeling appreciated and having a voice in the workplace and your community at large.

Thankfully, the Vermont Governor’s Council on Physical Fitness and Sports, through the Annual Worksite Wellness event, brings together talented individuals dedicated to making Vermont a healthy place to work and live.

For a list of speakers and helpful tools from the event, please see the sidebar at right. For more information about the Vermont Governor’s Council on Physical Fitness and Sports and their Annual Worksite Wellness Event, please visit www.vermontfitness.org.

Worksites honored in 2016:

Worksites with 11 to 50 employees:
- Hickok & Boardman Financial Planning & HR Intelligence
- OpenTempo
- Springfield Area Parent Child Center

Worksites with 51 to 150 employees:
- asicNorth
- Cathedral Square
- Chittenden Solid Waste District
- Choice Strategies, a Division of WageWorks
- Chroma Technology Corp
- Co-operative Insurance
- Engelberth Construction, Inc.

Worksites with 151 to 500 employees:
- A.N. Deringer, Inc.
- BioTek Instruments Inc.
- Blue Cross and Blue Shield of Vermont
- Central Vermont Home Health & Hospice
- Champlain College
- City of Rutland
- Community Health Centers of the Rutland Region
- Essex Town School District
- Franklin County Home Health Agency
- King Arthur Flour
- Lamoille County Mental Health Services

Worksites with 501 to 999 employees:
- Brattleboro Retreat
- City of Burlington
- Health Care and Rehabilitation Services of Southeastern Vermont
- Northwestern Medical Center
- Omya Inc.

Worksites with 1,000+ employees:
- Marathon Health
- Mascoma Savings Bank
- Mt Ascutney Hospital and Health Center
- MyWebGrocer
- North Country Hospital
- Northeast Kingdom Human Services, Inc.
- Northfield Savings Bank
- The Vermont Country Store
- United Counseling Service of Bennington County, Inc.
- Vermont Precision Tools, Inc.
- Vermont Student Assistance Corporation

Vermont’s 2016 Rising Stars in Worksite Wellness

Worksites with 1 to 10 employees:
- Thrive Center of the Green Mountains

Worksites with 11 to 50 employees:
- Town of Killington

Worksites with 51 to 150 employees:
- HALLAM-ICS

Worksites with 151 to 500 employees:
- Copley Hospital
- Hanover Consumer Cooperative

Worksites with 1,000+ employees:
- The Orvis Company
Leave no stone unturned

creativity in pharmaceutical management saves money and lives

By Beth Esmond

The Centers for Disease Control estimates that almost a quarter of the population of the United States has been infected with toxoplasma, a parasite found in food and animal feces. Most have mild flu symptoms, which generally subside. But for some, including many babies who contract toxoplasmosis through their mothers, the disease can cause blindness, neurological problems or even death.

Brian Murphy, BCBSVT program director of vendor management and pharmacy explains, “That’s why, when an opportunist company called Turing Pharmaceuticals acquired the exclusive rights to a medicine that treats toxoplasmosis—Daraprim—and raised its price from $13.50 per pill to $750, the action sparked national outrage. The company purchased the only FDA-approved manufacturing rights to the drug, creating an artificial monopoly.”

“Daraprim is not a new drug,” says Murphy. “And it’s not heavily used. But for those people who are using it, it’s life-saving.”
One such person was a prematurely born baby who was a member of BCBSVT.

“The baby had to be on Daraprim for about a year,” Murphy relates. “After the price hike, the cost of the drug was projected at $270,000 per year,” he notes.

BCBSVT case manager, Jean Meade brought the situation to Murphy’s attention. He and compounding pharmacy Imprimus Pharmaceuticals sought a way to ease the enormous cost burden on the baby’s family, as well as to limit claim costs for BCBSVT and its customers.

“Imprimus ‘compounds’ medicines,” Murphy explains. “They combine drugs in creative ways to improve clinical outcomes or solve special usage problems. For example, if you need a medication that only comes in a pill and you have a hard time swallowing a pill, a compounding pharmacy could re-engineer your medication as a liquid.”

The pharmacy used its compounding skills to provide a new medication for the baby.

“By combining the active ingredient in Daraprim (pyrimethamine) with a form of B-vitamin folic acid, leucovorin, Imprimus is essentially creating a new drug that is not legally controlled by Turing,” Murphy states. “The cost of the new drug is only about $3,000 per year—just 1/90 of what it would have cost to use Daraprim.”

Murphy adds that the new drug actually provides a better clinical outcome for the patient because leucovorin treats the bone loss that patients can experience when taking pyrimethamine.

“Leucovorin is recommended for treatment of toxoplasmosis by the US Centers for Disease Control and Prevention,” he notes.

Murphy explains the switch took some back and forth on the part of Imprimus and BCBSVT.

“We had to call the baby’s doctor and work out the strength and dosage. We monitored the results every two weeks for clinical effectiveness,” he noted. “But we’re dedicated to seeing members through rare illnesses like this. The fact that Turing’s price increases were unconscionable fueled our desire to help even further.”

Murphy says, “BCBSVT’s pharmacy benefits manager, Express Scripts, added Imprimus to its network in order to solve problems just like this. They’re a good operation which meets all of our quality control requirements.”

Taking Rx drugs? Self-advocacy is necessary.

While taking certain drugs, getting required lab work can be the difference between wellness and other unforeseen complications. Individuals taking any of the following medications may be unaware of required, annual labs that monitor side effects and support their overall health. Help your employees take control of their own health by encouraging them to talk with their provider to ensure they are up to date on all required lab work. Getting the required lab work is a simple step and can save lives.

Below is a list of common medications within each drug class. This, however, is not an all-inclusive list. Please encourage your employees to check with their providers if they believe they may be on medication from one of these drug classes:

**Angiotensin Converting Enzyme (ACE) inhibitors**
- Lisinopril
- Enalapril
- Ramipril
- Benazepril

**Angiotensin Receptor Blockers (ARBs)**
- Losartan
- Valsartan
- Benicar (Olmesartan)

**Diuretics**
- Hydrochlorothiazide (HCTZ)
- Furosemide
- Spironolactone

**Other**
- Digoxin

If you would like more information, please contact our academic detailer, Keri LeCompte, PharmD., RPh., at kmlecompte@express-scripts.com or (802) 518-0338. You may also contact Rita Baglini, RPh., Clinical Pharmacist for Blue Cross and Blue Shield of Vermont at baglinir@bcbsvt.com or (802) 371-3369.
Qualified Health Plan (QHP) legislation

- The legislature approved the repeal of a section of law that would have given large groups (greater than 100 employees) the option to purchase Qualified Health Plans (QHPs). Federal regulations, released well after the passage of Act 48 of 2011 when the provision was passed, would have required community rating for the entire large group market, if large groups were given the option to buy QHP products. The legislation to repeal this section of law was approved due to questions about the regulatory framework, the potential market disruption and the expectation that large groups with poor claims experience would remain insured while the best large group risk would choose to self-insure, creating more premium pressure on the large group insured market.

- Lawmakers approved a one-year exception to state law that caps out-of-pocket prescription drug costs in Vermont. The out-of-pocket maximums limit Vermonters’ exposure to the high costs of drugs, and although limiting this exposure is important, the law was likely going to make it difficult for health plans to offer the more affordable bronze plans on Vermont’s health benefit exchange. The richness of the prescription drug benefit (e.g., capping the prescription drug out-of-pocket amount) will make it impossible to achieve the federally required 60 percent actuarial value for bronze plans. The exception to the prescription drug out-of-pocket maximum is for the 2018 plan year. The current limit will remain in place for one standard bronze plan, but there will also be at least one standard bronze plan with a higher prescription drug out-of-pocket maximum.

- Legislation requires health plans to offer web tools that allow prospective enrollees to examine out-of-pocket drug costs for QHPs. The Department of Financial Regulation will create a rule to guide health plans on required information for posting prescription drug costs for their QHPs that are available through Vermont Health Connect.
The information is already available to Blue Cross and Blue Shield of Vermont members, but the change will make the information visible to potential enrollees who are shopping for a plan.

- **The legislature asked for an independent assessment of the functionality and sustainability of Vermont’s health benefit exchange, Vermont Health Connect.** The Legislative Joint Fiscal Office, in collaboration with an independent third party, will conduct the analysis. They are required to consult with health insurers as well. The report is due to the Legislature by December 15, 2016. The analysis will include:
  - Review of the outstanding deficiencies.
  - Analysis of plans and actions to address the deficiencies.
  - Evaluation of the feasibility and cost-effectiveness of maintaining Vermont Health Connect.
  - Comparison of the costs of alternative approaches including a comparison of the costs of a fully, or partially, federally facilitated exchange, as well as opportunities to build on another state’s technology.

**Regulatory legislation**

- **Lawmakers approved a reorganization of the laws and regulations that previously regulated hospitals, health insurers and managed care organizations under Vermont law and Department of Financial Regulation (DFR) Rule 9-03.** With the creation of the Green Mountain Care Board (GMCB) in 2012, many responsibilities formerly assumed by the Health Care Administration Division of what is now DFR (formerly BISCHA) were transferred to the GMCB, but not all. S.255 gives more responsibility to the GMCB, such as oversight and approval of provider bargaining groups. Health plan reporting was changed in an attempt to consolidate and simplify the requirements.

- **The Office of the Health Care Advocate was given a more explicit and participatory role in both the hospital budget process and the budget reviews of Accountable Care Organizations (ACO) that the GMCB has been tasked with executing.**

- **The legislature established ground rules to guide the relationship between ACOs and health care consumers** by bringing ACOs under similar regulatory oversight experienced by hospitals, health insurers and managed care organizations. Additionally, they addressed the parameters within which the GMCB and the Agency of the Administration should enter into an all payer model agreement with CMS.

- **Lawmakers passed a bill that will make patients aware when a Vermont hospital acquires their health care provider’s practice.** The Green Mountain Care Board was tasked with maintaining a policy for reviewing acquisitions and transfers.

- **Vermont legislators hope to produce some transparency around drivers of increasing prescription drug costs by better understanding the development of drug pricing.** The GMCB is required to identify annually up to 15 prescription drugs on which the state spends significant health care dollars, and for which the wholesale acquisition cost has increased by 50 percent or more over the past five years, or by 15 percent or more over the past 12 months. For each prescription drug identified, the drug’s manufacturer is required to provide a justification for the increase in the wholesale acquisition cost of the drug to the Attorney General’s office.

**Combating opioid abuse**

- **The legislature asked the Department of Health to evaluate the prescription of regulated drugs by consulting with the newly formed Controlled Substances and Pain Management Advisory Group, examining information in the Vermont Prescription Monitoring System (VPMS), and assessing the consistency of prescribing standards of each professional licensing authority. The Department of Health is then required to adopt rules governing the prescription of opioids and instances when a dispenser is required to query the VPMS.**

- **Lawmakers aimed to expand access to substance abuse treatment through telemedicine** by requiring health plans to reimburse both the treating clinician and the hosting facility for services rendered, unless the health care providers at both the host and service sites are employed by the same entity.

- **They also expanded the role of pharmacists**; the practice of pharmacy now includes patient care services performed within the pharmacist’s authorized scope of practice. The Department of Health is required to consider the role of pharmacies in preventing opioid misuse, abuse and diversion.

- **The Department of Health must establish and maintain a statewide, unused prescription drug disposal program.**

- **Blue Cross and Blue Shield of Vermont is required to evaluate the evidence supporting the use of acupuncture as a modality for treating and managing members’ pain.**

- **Funding for these initiatives is derived from an increase in the state pharmaceutical manufacturers’ fee from 0.5 percent to 1.5 percent.** The fee is levied on each pharmaceutical manufacturer or labeler of prescription drugs that receive payment from DVHA.

This year, legislators tackled important transparency issues and opioid-use issues all while also focusing on keeping costs down. For our full legislative report including outlines of health care-related bills, please visit, [www.bcbsvt.com/legislative-reports](http://www.bcbsvt.com/legislative-reports). If you have questions about our report, please call Cory Gustafson at (802) 249-2225 or Kathy Parry at (802) 371-3205.
National Walk @ Lunch Day a success!

On April 27, 2016, employer groups and schools from all across Vermont participated in National Walk @ Lunch Day. In Vermont, 51,142 individuals, 201 schools and 85 businesses participated in the event. This year to celebrate the 10th year of National Walk @ Lunch Day, we raffled off a smoothie bike to a Vermont School and business. Thanks to all participating schools and businesses and congratulations to our contest winners—Braintree School and Heritage Family Federal Credit Union! Remember, National Walk @ Lunch Day has made a big difference in the health of all Americans. When done briskly on a regular basis, walking can help:

- Decrease the risk of heart attack and type-2 diabetes
- Control weight
- Improve muscle tone
- Reduce stress.

Mark your calendar for next year’s event on Wednesday, April 26, 2017!

Heritage Family Credit Union employees pose with their newly awarded smoothie bike.

Do you know someone turning 65 or retiring?

If the answer is yes, we can help. Our Vermont Health Plan offers products that supplement Medicare coverage and help your employees avoid out-of-pocket costs Medicare doesn’t cover. And, we’re proud to report that the Vermont Medigap Blue program offers some of the most competitively priced Medicare Supplement plans on the Vermont market. We can help your employees with coverage for prescriptions, too.

For more information, including details on upcoming informational sessions please visit www.bcbsvt.com/vmb or call our Vermont Medigap Blue team at (802) 371-3299 or (800) 255-4550.
Go green, help reduce paper waste!

Blue Cross and Blue Shield of Vermont is committed to reducing the amount of paper we use in the administration of your benefits plan. In past years, we have vastly reduced the amount of hard-copy benefit materials we send at enrollment or renewal time. Please encourage your members to get their Explanation of Benefits (EOB) documents online through our Member Resource Center. By doing so, you help eliminate the need to print and mail them, which saves trees, reduces fossil fuel use and lessens overall waste.

There are no restrictions around when you can opt to go green! You can still encourage your employees to sign up for e-delivery. Here's how your employees can opt in:

- They should visit www.bcbsvt.com/mrc and log in or register.
- There are a few other options:
  - They can then find the “Go Green” button at the top of the page, and let us know that they will forego paper EOBs.
  - Then they will select whether they want online delivery only or if they want emails or text notifications.

The Employer Resource Center and why it’s right for you

By Kate Harbaugh

Described as a no-bells-and-whistles workhorse, the Employer Resource Center (ERC) is the place to go to manage your group’s day-to-day benefits in a straightforward, but powerful manner. In the ERC, there’s not a lot of marketing or messaging, but instead simple, easy-to-use menus that help you care for your employees and their health plan needs. To access the ERC, please visit, www.bcbsvt.com/erc.

Already an ERC user? Check out our new enhancements!

In the first quarter of 2016, Blue Cross and Blue Shield of Vermont (BCBSVT) implemented new features in the ERC to make your experience better. Now, you can:

- Add a subscriber or dependent based on a loss-of-coverage event (you can find the option “loss of coverage” in the reason drop-down menu).
- Access and save your invoices in a friendly, easy-to-use Excel format.
- Add a domestic partner using our new smart form.

Access reports

You can easily access, download and save reports from the ERC. You can even download your group’s census and save it as an Excel spreadsheet from the ERC. By accessing the reports tab, you can also view reports uploaded to the MRC by your BCBSVT account manager and share reports securely with us.

The Employer Resource Center is also home to all of the following transactions:

- Enroll a new hire
- Add or remove dependents from an existing policy
- Submit demographic changes
- Order ID cards and print temporary proofs of coverage
- Cancel coverage
- Review transactions performed online
- Cancel or change transactions submitted in error
- Export reports in an Excel format (including invoices)
- View your Summary of Benefits and Coverage (SBC)

As always, the ERC is a secure, safe place to monitor your benefits; it is a consistent tool you can plan your day around. And, with the new enhancements, it’s certain to make your next open enrollment, renewal, or new hire a breeze. If you’re not already an ERC user, have any questions or concerns or want help navigating to the appropriate Web pages, please contact our enrollment services department at (888) 320-9798.

Add assistants

Assistants can help you handle your day-to-day transactions. An assistant can be someone in your office or a broker who is dedicated to helping you manage your employees’ health care benefits. Please remember when assigning assistants that BCBSVT must review your request. We do this to protect you and your employees. We will not grant users access to your benefit data without our review and your approval.
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If you would like to receive our BlueCompass newsletter electronically,
please sign up at www.bcbsvt.com/compass.