

We Can Help!



My case was a brief episode in which a pharmacy withheld my diabetic supplies for more than a week because I could not pay \$15. I knew they were in error, but couldn't budge them. A call to them from [my HCA advocate] cleared things up the same day.



HEALTH CARE ADVOCATE (HCA)
A project of Vermont Legal Aid

Phone: 1-800-917-7787
Fax: 802-863-7152
Email: hca@vtlegalaid.org
www.vtlawhelp.org/health

Need an Interpreter?

هل أنت بحاجة إلى مساعدة بالعربية؟ إتصل بالرقم التالي 1-800-917-7787. وإختر 0 ثم أخبرنا عن إسمك وعن رقم هاتفك وقل عربي

ဘာသာပြန် အကူအညီ လိုပါက ၁-၈၀၀-၉၁၇-၇၇၈၇ သို့ခေါ်ပါ။ ၀ (သုည) ကိုနှိပ်ပါ။
သင့်နာမည်နှင့် ဖုန်းနံပါတ်ကို ပြောပြပါ။ ပြီးတော့ မြန်မာဘာသာ (Burmese) လို့ပြောပါ။

您需要母语的帮忙吗？请拨打 1-800-917-7787，请按0，告诉我们您的姓名和电话，讲“中文”

¿Necesitas ayuda en tu idioma? Llame al 1-800-917-7787. Elegir 0. Dinos tu nombre y número de teléfono. Diga "Español."

Unahitaji msada kwa lugha yako? Piga simu 1-800-917-7787. Chagua 0. Twambie jina lako na namba yako ya simu. Sema "Kiswahili."

के तपाईं लाई तपाईं को भाषा को लागि सयोग चाहिन्छ? निम्न लिखित नम्बर मा संपर्क गर्नु होस् १-८००-९१७-७७८७ त्यस् पछी (शुन्ना) ० थिच्नुहोस् । तपाईं को नाम अनि फोन नम्बर बताउनुहोस् । अनि "नेपाली" भन्नुहोस् ।

Ma'ubaahantahay in Laguu raadiyu Turjubaan? Waxaad wacdaa 1-800-917-7787. Waxaad riixdaa "0". Noo sheeg Magacaaga iyo Telephone Nambarkaaga. Dheh "Somali"

Bạn cần giúp bằng ngôn ngữ của mình không? Xin gọi 1-800-917-7787. Chọn 0. Cho chúng tôi Tên và số phôn của bạn. Nói "Vietnamese"

VERMONT LEGAL AID

Health Care Advocate (HCA)



**Free service to help
all Vermonters with
medical care, billing or
health insurance issues**

1-800-917-7787

Health Care Problem?

Call the HCA!

1-800-917-7787

Who We Are

The Office of Health Care Advocate (HCA) was created by the Vermont legislature to provide help to all Vermonters who have problems and questions about health insurance and access to health care services.

The HCA represents the interests of all Vermont consumers of health care in the legislature and before state agencies.

The HCA is not an insurance company and is not part of Vermont state government. It is a special project within Vermont Legal Aid, an independent non-profit law firm.

*The Office of Health Care Advocate was called the Office of Health Care Ombudsman in 1998-2013.

[My HCA advocate] has been very knowledgeable in my case. She does an excellent job researching and making sure that I get proper information. I also like the way she talks to me, in explaining how things work with the state of Vermont. She has always treated me and my husband with dignity and respect.



What We Do

Vermont's HCA HelpLine is a free resource available to help all Vermonters solve problems related to health care. We:

- ♦ answer questions
- ♦ tell you what free and lower-cost programs you may be eligible for
- ♦ help you apply for and get free and lower-cost health coverage
- ♦ find out what your health plan covers
- ♦ provide advice about how to appeal insurance denials, solve billing and claim problems, and make complaints
- ♦ work for fair treatment and affordable health services for everyone

How You Can Get Help

- ♦ Call the HCA HelpLine at 1-800-917-7787

Our business hours are 8:30 a.m. – 4:30 p.m. Monday – Friday, except holidays. You can call anytime and leave a message. One of our advocates will call you back.

- ♦ Send an email to hca@vtlegalaid.org
- ♦ Visit us online at www.vtlawhelp.org/health

[My HCA advocate] ... became my champion and it cost me nothing! I was positive I would lose, [but with your help we won! Yet] winning the small settlement was not the important part. What was important was the idea that there is someone out there that will stand up for the "small people" that generally go unheard, but have been treated unfairly with no recourse. Winning this case gave me a sense of empowerment that improved my life.