

April 1, 2016

Lawrence Miller  
Office of Governor Peter Shumlin  
109 State Street, Pavilion  
Montpelier, VT 05609

Dear Lawrence:

Our office has received a number of calls in the past two months from constituents regarding incorrect 1095-A tax forms sent by Vermont Health Connect. I am concerned about the extent of this issue, and the root cause of the problem, as we received similar calls last year as well.

In one case this year, a constituent was simply told to file for an extension on their taxes because there was no way to get them a correct form before April 18 – despite the fact that this person called Vermont Health Connect in February.

I would appreciate if you could provide some insight into this issue, including:

- 1) Approximately how many Vermonters have received incorrect 1095-A forms this year?
- 2) Approximately how many Vermonters received incorrect 1095-A forms last year?
- 3) Approximately how many Vermonters received “corrected” 1095-A forms this year which were still incorrect?
- 4) How long does it take Vermont Health Connect to send a corrected 1095-A form once it's been requested?
- 5) What is the root of this problem? Is it software? Is it user error? Does it vary on a case-by-case basis? Please give me as much detail as possible.
- 6) What solutions are Vermont Health Connect navigators providing to customers with incorrect forms?
- 7) If a person has to file their taxes late due to lack of a correct 1095-A form, is Vermont Health Connect providing reimbursement for the late filing fee?

Thank you for taking the time to answer these questions and I look forward to your response.

Sincerely,

Phil Scott