

**From:** Campbell, Patrick  
**Sent:** Tuesday, June 21, 2016 10:24 AM  
**To:** Mishaan, Jessica <Jessica.Mishaan@vermont.gov>  
**Subject:** Records Request from P. Fletcher Dean

Jess,

Here is a copy of the records that I gave to P. Fletcher Dean. On June 21, 2016, Mr. Dean called our office and requested a copy of the emails I have attached concerning a constituent issue with VHC I had been working on. A copy was emailed to him at 10:20 on June 21, 2016.

Let me know if you need any other information!

**Patrick Campbell**  
Office of the Governor  
109 State Street  
Montpelier, VT 05609  
(802) 828-3333

[Patrick.Campbell@vermont.gov](mailto:Patrick.Campbell@vermont.gov)

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## Campbell, Patrick

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**From:** AHS - DVHA VHC Qualified Special Cases  
**Sent:** Monday, June 20, 2016 3:58 PM  
**To:** Campbell, Patrick  
**Subject:** RE: From the Office of the Governor FD

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**IQaccount:** GOVERNOR  
**IQpeopleID:** 2163  
**IQwfAttach:** E-Mail Message 2016-06-20 03-58PM.html  
**IQworkflowID:** 805857

Hello,

I was able to get [REDACTED] enrolled into [REDACTED] own plan back to 4/1/2016 with tax credits applied.

At this time with the below information, customer is paid in full till August and has a partial payment of 73.06 toward Sept.

Please allow the billing system two billing cycles to be corrected.

Here is a breakdown of the 2015 & 2016 plans

Dates	Type of plan	Monthly Amount
9/1/15 – 12/31/15	Couple's plan	462.55
1/1/16 – 3/31/16	Couple's plan	440.57
4/1/16 – 12/31/16	Individual's plan	249.73

Here is a breakdown of the 2015 & 2016 Payments

Postmark Date	Amount	Check Number
8/26/2015	462.55	8466
9/21/2015	462.55	8484
10/20/2015	462.55	8501
11/18/2015	462.55	8519
12/26/2015	440.57	8551
1/19/2016	440.57	8580
2/17/2016	440.57	8599
3/21/2016	440.57	8616
4/13/2016	440.57	8632
5/20/2016	440.57	8666

Thank you,

*Autumn S.*

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CAUTION: The Agency of Human Services cannot ensure the confidentiality or security of email transmissions.

**From:** Campbell, Patrick

**Sent:** Monday, June 13, 2016 10:31 AM

**To:** AHS - DVHA VHC Qualified Special Cases <AHS.DVHAVHCQualifiedSpecialCases@vermont.gov>

**Subject:** From the Office of the Governor FD

Hey all,

We received the call below from a constituent and were hoping you guys could look into when you have a chance. Thank you for seeing what you can find and keeping our office in the loop!

[REDACTED]  
[REDACTED]  
East Calais, VT 05650

[REDACTED]  
Ref. # [REDACTED]

[REDACTED] called our office because [REDACTED] is having issues with [REDACTED] billing statements and receiving a reimbursement. In April of this year [REDACTED] attempted to take [REDACTED] wife off of [REDACTED] insurance as she qualified for Medicaid and move to a single-person plan. [REDACTED] did this in March to be effective April 1<sup>st</sup>. When [REDACTED] received [REDACTED] next bill, [REDACTED] wife was not taken off, and [REDACTED] was charged the full price erroneously. This happened for two months (April and May), and when [REDACTED] called last month, [REDACTED] was told that they had fixed it, [REDACTED] was owed a reimbursement as [REDACTED] had paid for a two person plan instead of one for two months, and that [REDACTED] bills would be corrected going forward. When [REDACTED] received [REDACTED] bill this month, it had a past due notice and indicated [REDACTED] owed even more this month than [REDACTED] did for the two person plan [REDACTED] was previously paying for. [REDACTED] would like help both in having [REDACTED] plan and billing statements corrected so that it shows [REDACTED] owed the proper amount, and [REDACTED] would like a reimbursement for the amount [REDACTED] has overpaid.

**Patrick Campbell**

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