



PROVIDER UPDATES

February 2026

Meet Our New President and CEO Beth Roberts

Following a two-month transition period, Beth Roberts officially took leadership of Blue Cross and Blue Shield of Vermont on January 12, 2026. Beth joins Blue Cross VT after having served as president of the Beth Israel Lahey Health Performance Network, a network of physicians, clinicians, and hospitals dedicated to improving population health and delivering high-quality, cost-effective care in Massachusetts and southern New Hampshire.

Beth was inspired to move to Vermont and accept her new role by the opportunity to improve the lives of Vermonters, including her son and his family who live here.

[Read more](#)

Member Rights and Responsibilities

To help members get the most from their benefit plan, providers are expected to adhere to the guidelines outlined in our Member Rights and Responsibilities. You can find the full statement on our [website](#). If you prefer a paper copy, please contact our provider relations team at providerrelations@bcbstv.com.

Community MD Rx and HIT Reimbursement

Effective April 1, 2026, there are changes to the community reimbursement for drugs administered/supplied in a provider's office (MD Rx) and Community Home Infusion Therapy.

If you would like a copy of the updated fee schedule, please contact the provider relations team by email at providerrelations@bcbstv.com or phone (888) 449-0443 option 1. Please include your billing NPI number(s).

Routine Code Maintenance Changes

[Review our notice](#) for details on the implementation of new and revised codes, effective April 1, 2026.

Diabetes Coding Reminder

The ICD-10 classification identifies six distinct types of diabetes, including the commonly recognized type 1, type 2, and gestational diabetes, which is coded both when a member has diabetes and becomes pregnant, or if a member develops diabetes due to pregnancy. In addition, there are three types of secondary diabetes:

diabetes due to an underlying condition, drug or chemical-induced diabetes, and other specified diabetes which includes conditions such as post-surgical diabetes. Gestational diabetes must always be coded using the appropriate gestational diabetes code (O24.____). However, if the member had diabetes prior to pregnancy, the applicable diabetes type code should also be reported (E08.____ – E13.____). This is the only circumstance in which two different types of diabetes may be used.

Additionally, because a member cannot have both type 1 and type 2 diabetes, it is important to ensure the correct diabetes type is coded. Use of insulin alone does not indicate type 1 diabetes. Care should always be taken not to assign a diagnosis based solely on a member's medication list.

A Farewell Message from Don George

On January 9, 2026, Don George retired from his role as President and CEO of Blue Cross VT. That week, he shared a message of gratitude in recognition of 33 years of service and hopes for the future of health care in Vermont.

[Read the full message](#)

2026 Holiday Observance Schedule Update

We've updated our holiday observance schedule for your reference. Please note that the Juneteenth Holiday on Thursday, June 19, 2026 will be observed by Carelon only, Blue Cross VT will remain open for business.

[View the schedule](#)

Blue Cross and Blue Shield of Vermont, 445 Industrial Lane, Berlin, Vermont 05602, USA

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