

September 2026

## CMO Corner: VT Affordable Care

Dear Colleagues,

At Blue Cross and Blue Shield of Vermont (Blue Cross VT), we're committed to helping educate Vermonters on how to navigate the healthcare affordability challenges in our state. Like last year, we are collaborating with Northwestern Medical Center, Green Mountain Surgery Center, Vermont OPEN Imaging, and Vermont Diagnostic Imaging to help empower our community to make more informed decisions about their care.

The new [VT Affordable Care website](#) features resources like cost comparison tools, local viewpoints on affordable care, prescription drug savings opportunities, questions patients can ask at appointments, and more.

The overall goal is to provide a more complete picture of how prices vary by service and facility. For example, showing that while some hospitals may be among the most affordable for certain services, they may cost more for others.

Making high-quality affordable healthcare a reality requires collaboration across the entire healthcare system, and we're committed to being a strong partner to Vermont's providers. If you have questions or feedback, please don't hesitate to reach out.

Regards,  
Dr. Tom Weigel  
Chief Medical Officer

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### Only 30 Days Left - Don't Miss Your Payments!

As of October 1, 2026, we will no longer issue paper checks. **Sign up for Electronic Fund Transfer ( EFT ) before October 1, 2026, to ensure you receive payments.**

Sign Up Now

[Get more information on how to enroll](#)

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## Important Updates to Policies, Provider Handbook, Preventive Guide, and Codes

Starting November 1, 2026, updates to our medical policies, provider handbook, preventive guide, and codes go into effect. Please take a moment to review all of these updates, as they may impact your practice and patients.

Code Maintenance Changes

Provider Handbook Updates

Preventive Guide Updates

Medical Policy Changes

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## Artificial Intelligence (AI) Inquiries

**Blue Cross VT will not respond to AI generated, automated, or non-live inquiries or calls made to any area of the company.** If your office or a third-party vendor is using AI, please make sure it does not contact us. Suspected AI calls will be disconnected. This decision has been made to protect our data and our members.

The Provider Resource Center (PRC) makes it easy to find the information you need, whenever you need it. If you need assistance, we're here to help. You, or a member of your practice, can reach out to the provider relations team by email at [providerrelations@bcbsvt.com](mailto:providerrelations@bcbsvt.com) or by phone at (888) 449-0443, option 1.

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## Granting Access for Third-Party Billers

Third-party billers or vendors are defined as those entities/persons who are:

- Not physically located at a provider or group office
- Not direct employees of the provider or group
- Those submitting claims or following up on accounts on behalf of the provider or group and have a business associate relationship with the provider or group.

Please note that the provider or group should be prepared to provide proof of a business associate relationship with the biller/vendor upon request.

For information to be released, the provider or group must authorize third-party billers or vendors with us.

Additional details, including the steps needed for granting access, are located in our [Provider Handbook](#), in Section 6.1 General Claim Information.

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## Contraceptive Counseling Reminder

If you are working with a patient on contraceptive counseling or contraceptive management, the diagnosis in the first position needs to align with those eligible diagnoses in our [preventive guide](#), under Preventive Gynecologic and Wellness Exam for Contraceptive Management. When you bill using one of the diagnoses listed in the preventive guide, the services are eligible for coverage without member cost-share.

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## National Drug Code (NDC) Notice: Live on October 30

NDC billing rules will be systematically enforced for claims processed on or after October 30, 2026. This may mean that claims previously accepted will be denied for failure to follow NDC billing rules.

As a reminder, billing requirements for NDC, Unit of Measure, and Quantity have been in place since September 1, 2016—the only change will be in the enforcement. You can [learn more about NDC billing rules on our website](#), where you can also find an [FAQ](#) to help answer any of your questions during this process.

We encourage you to review your claim submissions for these services and make sure they are correct and compliant now. Doing so will ensure you will not be impacted by denials going forward.

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## Vermont Blue Advantage (VBA) Claims Reminder

Claims for services rendered to VBA members in 2025 must be submitted by December 31, 2026.

- Claims, including corrected claims, and medical records can be faxed to (800) 479-8973.
- Claim denial appeals can be faxed to (800) 479-8938.

For VBA's mailing address and other non-medical claim submission information, please refer to the [Contact Us page](#) or contact VBA Provider Services at (844) 839-5122, Monday through Friday, 8 a.m. to 5 p.m., EST., with any questions.

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## Timely Filing Reminder

All claims must be filed within 180 days of the date of service or they will be denied.

Providers can verify and review the receipt and status of a claim in the [Provider Resource Center](#), or by contacting the appropriate customer service team. If contacting a customer service team, you must wait at least 30 days from the submission date before requesting a status.

If you would like assistance or instructions on using the Provider Resource Center, please contact the Provider Relations Team at **(888) 449-0443** option 1.

[Read more](#)

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## Adaptive Maintenance for October 1, 2026

In a few weeks, we will be sharing a special newsletter that will provide details on the implementation of the new and revised codes for October 1, 2026.

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## Documentation and Coding Training Series

Provider groups have asked, and we have delivered! [Check out our series of short documentation and coding video trainings](#). These resources are based on industry standard best practice guidelines and are designed to support coders, billers, and providers.

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

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