

## NOTICE OF VERMONT APPEAL RIGHTS

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This notice summarizes your additional rights when we have not resolved your **first level grievance** to your satisfaction. To make an informed decision about whether to pursue your additional rights, please review the following information carefully.

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### ADDITIONAL ASSISTANCE

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If you are not satisfied with how we resolved your grievance, you have the right to call or send a written complaint to:

**Consumer Services – Division of Insurance  
Department of Financial Regulation  
89 Main Street  
Montpelier, VT 05620-3101  
Telephone: 1-800-964-1784 (toll-free)**

The Office of Health Care Advocate's telephone hotline service can also provide help to Vermonters who have problems or questions about health care and health insurance. You may contact them at:

**Office of Health Care Advocate  
264 North Winooski Avenue  
Burlington, VT 05402  
Telephone: 800-917-7787 (toll-free) or 802-863-2316  
TTY: 888-884-1955 (toll-free) or 802-863-2473**