NOTICE OF VERMONT APPEAL RIGHTS

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

ADDITIONAL ASSISTANCE

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 Ombudsman'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 Ombudsman
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