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Department of Banking, Insurance, Securities  
and Health Care Administration  
Division of Health Care Administration

## Health Care Administration Bulletin 118

### Clarification of Contact Information Set Forth in Division of Health Care Administration Regulation 95-2

It has come to the attention of the Department of Banking, Insurance, Securities and Health Care Administration, Division of Health Care Administration ("Division") that certain contact information for the Division required under Regulation 95-2, Section 10 is no longer accurate. Accordingly, the Division issues this Bulletin to advise review agents operating in Vermont that the following correct contact information may be provided in compliance with Regulation 95-2.

Section 10.A.2.c:

**IF YOU ARE DENIED A SERVICE OR TREATMENT OR PAYMENT OF A SERVICE OR TREATMENT AND HAVE FILED A GRIEVANCE WITH US WHICH WAS DENIED, YOU MAY APPEAL OUR DECISION TO THE INDEPENDENT PANEL OF MENTAL HEALTH CARE PROVIDERS, DEPARTMENT OF BANKING, INSURANCE, SECURITIES AND HEALTH CARE ADMINISTRATION, 89 MAIN STREET, DRAWER 20, MONTPELIER, VT 05620-3101, (802) 828-2900 or 1-800-631-7788**

Section 10.A.2.d:

**IF YOU ARE NOT SATISFIED WITH HOW WE RESOLVED A COMPLAINT, YOU MAY SEND A COMPLAINT ABOUT OUR SERVICE REVIEW ACTIVITIES TO THE DEPARTMENT OF BANKING, INSURANCE, SECURITIES AND HEALTH CARE ADMINISTRATION, DIVISION OF HEALTH CARE ADMINISTRATION, 89 MAIN STREET, DRAWER 20, MONTPELIER, VT 05620-3101, (802) 828-2900, or 1-800-631-7788**

Review agents who provide the information as set forth above are considered to be in compliance with the obligations of Regulation 95-2, Section 10.A.2.c and d.

Dated at Montpelier, Vermont this 26th day of April, 2005.

s/JPC  
John P. Crowley, Commissioner