Great work from Vermont Legal Aid. It’s free…. Service [is] Awesome…. Specially for immigrants, who don’t know where to go and where to talk.”

“My case was a brief episode in which a pharmacy withheld my diabetic supplies for more than a week because I could not pay $15. I knew they were in error, but couldn’t budge them. A call to them from [my HCA advocate] cleared things up the same day.”

Health Care Advocate (HCA)

Need an Interpreter?

VERMONT LEGAL AID

Health Care Advocate (HCA)

Free service to help all Vermonters with health care issues including access to medical care and health insurance

1-800-917-7787
Who We Are

The Office of the Health Care Advocate (HCA) was created by the Vermont legislature to provide help to all Vermonters who have questions about and problems with health insurance and access to health care services. The HCA represents the interests of all Vermont health care consumers in the legislature and before state agencies.

The HCA is not an insurance company and is not part of Vermont state government. It is a special project within Vermont Legal Aid, an independent non-profit law firm.

Health Care Problem?

Call the HCA!
1-800-917-7787

What We Do

Vermont’s HCA HelpLine is a free resource available to help all Vermonters solve problems related to health care. We:

- answer questions
- tell you what free and lower-cost programs you may be eligible for
- help you apply for and get free and lower-cost health coverage
- find out what your health plan covers
- provide advice about how to appeal insurance denials, solve billing and claim problems, and make complaints
- work for fair treatment and affordable health services for everyone

How You Can Get Help

- Call the HCA HelpLine at 1-800-917-7787
- Our business hours are 8:30 a.m. – 4:30 p.m. Monday – Friday, except holidays. You can call anytime and leave a message. One of our advocates will call you back.
- Send an email to hca@vtlegalaid.org
- Visit us online at www.vtlawhelp.org/health

“I was so happy about [your service] that I told everyone I know. [My advocate] was amazing. She spoke as if we were equals. She explained all the legal jargon. She took a very stressful thing and put me at ease right away in our first conversation. She knew the law and gave me well described routes to take.”

“Before this excruciating experience … I really didn’t know anything about Vermont Legal Aid — nor did I think the services could apply to my family. I’m so thankful you’re there and the care was so very much appreciated.”