

DATE: August 20, 2018

TO: Assessed Payers and Insurers

FROM: Susan Tenney, Chair, Board of Directors

RE: *Change in Vendors for the New Hampshire Vaccine Association Management and Assessment Administrator Services*

Dear Assessed Payers and Insurers:

The New Hampshire Vaccine Association (“NHVA”) is making a change in the vendor it contracts with to provide assessment administrator services (“Services”). While the NHVA has been well-served by its prior administrator KidsVax, an RFP process was conducted earlier this year, and the NHVA Board of Directors selected Helms & Company, Inc. of Concord, New Hampshire (“Helms”) to provide Services to NHVA beginning this fall. Patrick Miller, Principal of Helms, will serve as the NHVA’s Executive Director under this agreement.

Question: What does this mean to me as an Assessed Payer or Insurer?

Answer: The vendor switch from KidsVax to Helms will be most visible with the remittance due November 15, 2018. The core Services Helms will provide will be similar to those provided historically by KidsVax.

Question: Will quarterly assessment remittances be submitted via www.nhvaccine.org?

Answer: Yes. A new website at www.nhvaccine.org will be deployed in mid-September 2018. This is the same website address that is used today, but the site will look slightly different beginning in mid-September.

Question: Will I still be able to remit quarterly assessment payments electronically or by check?

Answer: Yes. The options for remittance will continue to include electronic or check payments. The banking information will remain the same.

Question: Will I still have someone to speak with directly if I have questions?

Answer: Yes. Customer service support will transition from KidsVax to Helms beginning in mid-September. Email, phone and website options for resolving any issues will exist.

Question: Do I need to do anything at this point?

Answer: No. You will be contacted in mid-September by Helms staff regarding instructions for the website, customer service support, and the November 15, 2018 remittance process.

Thank you for your ongoing support of the NHVA and its mission.

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