

DATE: September 14, 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:

As follow up to my memo of August 21, 2018 regarding the change in the vendor providing assessment administrator services (“Services”), the New Hampshire Vaccine Association (“NHVA”) is migrating its website platform this weekend (September 15 & 16).

Question: What do I need to know about the new website as an Assessed Payer or Insurer?

Answer: The same website address (www.nhvaccine.org) will be in place after the migration. The new website will look slightly different from the current website, but will contain the information from the current site and will support mobile and tablet browsers.

Question: Will I still be able to remit quarterly assessment payments electronically or by check at www.nhvaccine.org?

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

Question: Will I need to do anything different to register on the new site?

Answer: Yes. Beginning on October 1, 2018, the website will be available for you to register. NHVA is asking each payer to re-register. You will be emailed instructions prior to October 1, 2018 as to how to re-register.

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

Answer: No. You will be contacted prior to October 1, 2018, by our Administrator, Helms & Company, Inc. 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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