



Tips to Help Individuals Apply for Coverage through MNSure

(Document for use by MNSure and DHS Contact Centers, county and tribal eligibility workers, MinnesotaCare Operations and consumer assisters to help individuals applying for coverage.)

For Individuals who need coverage before January 1, 2014

- Apply for Medical Assistance (MA) and MinnesotaCare online at ApplyMN (www.ApplyMN.com) or use the current paper application Minnesota Health Care Programs Application (DHS-3417) that is available on the DHS web site at www.mn.gov/dhs.
- If you are requesting MA payment of long-term care services in a nursing home or through a home and community-based waiver program apply online using ApplyMN or use the Application for Payment of Long-Term Care Services (DHS-3531).
- Don't know if you have MA or MinnesotaCare coverage or need a paper application? Call the Minnesota Health Care Programs Member Help Desk at [651-431-2670](tel:651-431-2670) or [1-800-657-3739](tel:1-800-657-3739) from 8 a.m. to 4:15 p.m. Monday through Friday.

For Individuals who need coverage starting January 1, 2014

- Do not create an account or sign up for health care coverage through MNSure if you are:
 - A current MA enrollee will receive instructions in the coming months from DHS on how to renew their coverage.
 - A current MinnesotaCare enrollee unless instructed to do so by DHS.
 - An individual requesting MA payment of long-term care services in a nursing home or through a home and community-based waiver program. Apply online using ApplyMN (www.ApplyMN.com) or use the Application for Payment of Long-Term Care Services (DHS-3531).
 - A senior with Medicare coverage. (For help with Medicare contact the Senior LinkAge Line® at 1-800-333-2433.)
- Apply for MA, MinnesotaCare and Qualified Health Plan (QHP) with subsidy (i.e., Advanced Premium Tax Credits) online at the MNSure website (www.MNSure.org) or apply with a paper application using the Application for Health Coverage and Help Paying Costs (DHS-6696). (The paper application is now available on the MNSure web site at www.MNSure.org and the DHS web site at www.mn.gov/dhs). We strongly encourage individuals to apply online.

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- **Have the following information ready when you apply:**
 - Social Security Numbers (or document numbers for any legal immigrants) for you and everyone in your family who needs coverage.
 - Employer and income information for everyone in your family (such as paystubs, W-2 forms or wage and tax statements).
 - Information about any job-related health insurance available to you and your family. (You can get this information from your employer.)

- **Tips for using the MNsure online application:**
 - Read and take your time. As you navigate through the application, take time to read the information and questions thoroughly. This will help you avoid error messages and having to go back to fix your entries.

 - Enter your complete information, as though you were filling out a job application or filing a tax return. Avoid entering nicknames or abbreviations.

 - If you do not have the information you need to complete a page of the application, Save & Exit. You can come back to the MNsure website after you gather the information, log into your account and resume your application where you left off.

 - We expect a large volume of online users in the first few weeks. This may affect how quickly you move from page to page. Please be patient. Clicking “Next” multiple times on the same page may cause problems.

 - In order to receive the highest possible user experience we encourage American Indians to wait a week before applying online. MNsure functionality supporting provisions in the Affordable Care Act that provide reduced cost sharing for American Indians will not be ready immediately on October 1st, but it will be ready within the first few days of October.

- **If you need help to apply, call the MNsure Contact Center at 1-855-3MNSURE (1-855-366-7873).**
 - There may be a consumer assister in your area to help you.
 - If you need help in a language other than English, tell the Contact Center representative the language you need. Help will be provided to you at no cost.

