

MNsure Communication with Stakeholders

Ongoing

- Carrier integration
 - “All carrier”– monthly in person; call every other week
 - Work groups
 - Technology: Weekly
 - Contact center (customer support and issue resolution): Weekly
 - QA testing (all system interactions and notifications): Weekly
 - Financial management (premium and enrollment processing): Every other week
- Low income advocates/ navigators: Weekly
- Navigators/brokers: Regular communications
- Small business organizations: Regular speaking engagements by request
- Legal advocacy groups: By request
- State agency partners: Daily calls, weekly leadership meeting, other as needed
- Congressional partners: Regular, at least monthly
- Federal partners: Multiple calls weekly
- Public speaking engagements: By request, at least three a week

Go-live Plan

- Global carrier call: Daily starting 9/30; twice a week starting 10/2
- Call center call: Daily starting 10/1
- Counties: Daily calls, to be scheduled by DHS
- Navigators: Twice weekly emails and as needed
- Agents/brokers: Twice weekly emails and as needed
- Interagency partners: Daily calls starting 9/30; other operational calls regularly
- Tribes: Initial call to be scheduled week of 9/30; ongoing weekly email
- Employers: Email communication as needed
- Consumers: “Coming soon” on website, call center, communications/outreach
- Federal partners: Multiple calls a week