



December 3, 2013

Once again, there is a lot to tell you, so please take a moment to read today's Broker Newsletter.

News and Updates

New Directory: Based on feedback we have improved our assister directory. Please follow this [link](#) or visit the MNSure website to check it out. It is easy to navigate with search and sorting functions as well as the option to print based on your selections.

Eligibility Notices Are Being Sent: Clients who have been in "pending" status have started receiving final eligibility notices starting early this week. If your clients have questions that you are unable to answer, please direct them to the phone number listed on the notice (and please ask them to use the phone menu system to ensure the quickest route to a person that can help them). All outstanding eligibility notices for pending applications will be sent by the end of day on Friday, December 6.

Paper Applications status: As you know, we are no longer able to accept paper applications and enrollment must be completed online. If you are working with someone who has a paper application pending, please reach out to them and encourage them to enroll online. We will also be contacting all the individuals who submitted paper applications to let them know they must reapply online and to suggest they work with a certified navigator or broker if they have questions.

December 23 Deadline: We have worked through issues with the federal government and insurance carriers to extend the deadline to December 23 for enrollment for coverage beginning January 1, 2014. **Please note that the December 23 deadline does not apply to public program enrollees. Public program enrollees are covered as soon as their application is approved.**

Enrollee Account Creation Issues: We heard from several people that they were having trouble creating accounts over the past few days. The problem was quickly identified and it has been fixed. If you experience any issues with account creation, please call the contact center at 1-855-3MNSURE (1-855-366-7873), press 1-8-2 for the broker line.

Broker Account Creation: Recently we put a hold on sending brokers account creation instructions while we investigated why some brokers were having problems when they tried to enter the information into our system. While the problem affected only a portion of the brokers who tried to create accounts, we did not want anyone to be inconvenienced. We have now resolved the issues and we believe the account creation experience should go smoothly for almost everyone. You will receive instructions from us today on how to set up your account. If

you have not received them or if you have any problems, please let us know by contacting us via email or at 1-855-3MNSURE (1-855-366-7873), press 1-8-2 for the broker line.

Agent of Record: The carriers are working with us on a short-term Agent of Record solution, for those situations where an agent/broker was not listed as the assister of record in the MNsure application. We will provide further information as we work with the carriers on this.

Resource Page: We are in the process of finalizing and securing a new Broker Resource web page which will provide you with a one-stop-shop for reference; including resources, tools and communications. Look for this in the near future!

Thanks for all the work you are doing to bring affordable healthcare to Minnesotans.

Contact MNsure

MNsure now has a new broker dedicated email account for correspondence:

brokers@mnsure.org

1-855-366-7873, dial 1-8-2 for the broker line.