



December 20, 2013

Happy holidays to you and your families. We wish you a safe and happy holiday season!

There is a lot to cover as we near the end of the year and our first coverage deadlines. Please take the time to read all the news updates, reminders and tips.

News and Updates

Enrollment and Payment Deadlines Extended: We are pleased to announce that the deadline for enrolling in a public program or a private health plan in the individual market (non-SHOP) through MNSure has been extended to Tuesday, December 31 for coverage beginning on January 1. In addition, the deadline for paying the first month's premium for a private health plan in the individual market through MNSure has been extended to January 10, 2014. This means all payments must be **received** by January 10, 2014.

Payments for a private plan through MNSure should be made electronically, when possible. If the client cannot pay online, but received an invoice from MNSure or is able to view the amount owed online, they should mail a payment, along with their MNSure ID number (which is the 10-digit number associated with their account that is available on their invoice or under "My Account – pay my bill") to the address on the stub or to MNSure; PO Box 64832; St. Paul, MN 55164-0832. For clients in this situation, please encourage them to make this payment the same day enrollment is complete. If your client cannot pay online or they did not receive an invoice, please call the MNSure contact center.

Please be aware that MNSure **cannot** receive or process checks at our corporate office site, nor can we accept paper applications with checks attached.

Consumer Process for Enrollment: We know that many of your clients may be having difficulties trying to get through the system. We apologize for these issues and would like you to know we are doing our best to reach out to the consumers who are having troubles finalizing their enrollment for coverage effective on January 1. We also want you to know that we are working hard to improve the consumer experience.

As stated last week, consumers who were incorrectly determined eligible for tax credits have been contacted by MNSure, informing them their applications have been closed and asking them to reapply online to get the correct tax credit determination. We are not asking assisters to proactively reach out to these people at this time, as we are taking responsibility for doing that. However, we know that some of these clients may come to you for help. If you have a client in this situation, please call us and provide your clients name and number and we will call your client back and work through an alternative process and complete their enrollment.

For your current clients who have finished their application online, but have experienced issues finalizing their enrollment, such as: (1) believing their determinations may be incorrect; (2) having issues making a payment or completing their enrollment online; (3) having had a member of their household 'dropped' upon enrollment; or (4) otherwise finding themselves "stuck" in the system and not able to finalize their enrollment:

Call the MNSure Contact Center Assistor Resource Center (1-855-3MNSure or 1-855-366-7873, then press 1-8-2) and give our staff the person's name and phone number and we will call the consumer back.

Email brokers@mnsure.org and ask for a secure email so that you can transmit the consumer's contact information, securely, and we will get back to them.

For your current clients who want to confirm their enrollment in a public program for January 1 coverage:

Call the Member Help Desk at 651-431-2670 or 1-800-657-3739 for Medical Assistance related questions.

Call 651-297-3862 or 1-800-657-3672 for MinnesotaCare related questions.

Dropped Household Members: In some cases, one or more members of the household were inexplicably dropped from the application during attempts to enroll in coverage. We thought this problem had been fixed starting December 19, 2013. However, we have found that it is still occurring in some situations. Therefore, for those clients who experience this problem and are still unable to add those household members back onto their plan, their applications will need to be processed through our alternative manual process. Please contact the MNSure Contact Center with the client's contact information and we will reach out to those individuals to help them complete their enrollment.

Notice of Intent Deadline is December 31, 2013: Thank you to everyone who expressed an interest in partnering with MNSure over the past few months. We appreciate your support and efforts to provide coverage to your clients. Those of you in the process of submitting a Notice of Intent, please do so by December 31, 2013 deadline. After the first of the year, everyone on the MNSure Broker Team will be working diligently to enhance and improve our certification processes for 2014. During the first two quarters of 2014 or until further notice, we will not be processing new broker certifications. Once these enhancements are in place, we will begin the process of reviewing interested brokers prior to the 2014 enrollment period. Thank you again for your interest in becoming a certified MNSure partner!

Issues with the System and Call Center Wait Times: We know that many of you have experienced some intermittent issues with our system over the past few weeks and your clients may have been on hold for long periods with our Contact Center. We have added capacity to both the website and the Contact Center, however we continue to experience an enormous volume of traffic to both, making it difficult to provide the kind of quality service we want to deliver. However, with the recent additions, we hope to mitigate our current barriers and make quick improvements. We sincerely apologize for your inconvenience; we know it is making this process difficult for both you and your client.

MNSure Holiday Hours:

MNsure marketplace

6:00 AM to midnight – Monday through Sunday

MNsure Contact Center

December 24 & December 31: 7:30 am to 3:00 pm

December 25 & January 1: Closed

Online Application Tips:

- It is a good idea to close all other windows and tabs on your computer when a client is attempting to enroll or pay.
- If a client gets “stuck” and cannot progress to the next screen, try exiting out of the browser being used and opening MNsure in a new browser.
- To avoid issues with e-signature process, we recommend that individuals avoid using special characters, such as dashes, periods, and commas, when entering their name and address for account creation. We also recommend ensuring that the e-signature portion of the application match the name used in the application portion.
- When attempting to pay the first month’s premium online, if the client is not able to view the payment button, try pressing the ‘control’ button and ‘+’ at the same time to modify the screen resolution.
- Also, if the client is not able to view where to input their bank account number, try pressing the ‘control’ button and the ‘-’ button at the same time to readjust the screen resolution.
- Finally, we are pleased to report that, as of December 17, we had a total of more than 47,000 applications, representing almost 100,000 individuals. Of that group, nearly 40,000 people have completed enrollment.

Thanks for all the work you did to contribute to such a great result, despite the difficulties you encountered. Given our high traffic volumes, we anticipate these numbers to be much higher by the end of the year. We’ll look forward to providing you a full recap of the entire first quarter of open enrollment early in January.

All the best to you and yours, this holiday season!

The MNsure Broker Team

Contact MNsure

MNsure has dedicated email account for broker correspondence: brokers@mnsure.org.
1-855-366-7873, dial 1-8-2 for the broker line.