



January 5, 2014

Happy New Year!

### Important Updates

As noted in our newsletter on Thursday, January 2, the account and application portion of the MNsure website was unavailable over the weekend while work was being done to improve the website. It will be back up starting at 6:00 a.m. on Monday, January 6. Consumers can visit [MNsure.org](http://MNsure.org) anytime to shop for plans and find information about MNsure.

**Paper Applications:** We have implemented a process to work on paper applications. If a paper application was submitted previously, it does not need to be resubmitted. As always, we still strongly encourage online applications and to use a paper application with your clients only when necessary.

### Reminders

- **Payment Deadline for January 1 Coverage: January 10:**

Those who have enrolled, but not yet paid for their January 2014 coverage through a private health plan must do so by **Friday, January 10, 2014**. Your client can log into their account and pay their bill or send a check to MNsure or the health insurance company. Regardless of which option they choose, the payment must arrive by 5 p.m.

Please note this deadline applies only to those enrolled in a private health plan.

### MNsure payment mailing address:

**MNsure PO Box 64832; St. Paul, MN 55164-0832** or the health insurance company by the close of business on Friday, January 10, 2014.

There is also a walk-in center for payments at the **DHS Cashier's Office at 540 Cedar Street, St. Paul MN 55155**. They only accept check, money order, and cash payments with invoice. Be sure to include the MNsure ID on the check. Cash payments must be exact amounts; they cannot make change. Hours are Monday – Friday 8:00am – 6:00pm.

**MinnesotaCare Payments:** Premium invoices for MinnesotaCare are still delayed. Those approved for MinnesotaCare will receive coverage starting the first day of the month following their approval. The premium bill should be paid as soon as the client receives it.

- **Coverage Deadline: February 1:**

For February 1 coverage through a private health plan on MNsure, individuals must enroll and pay by **January 15, 2014**. For public programs, individuals have until the last day of the month to enroll. As stated above, premium invoices for MinnesotaCare are delayed. Once the premium bill is received, the client should pay it as soon as possible.

## **SHOP**

### **Open Enrollment Periods**

#### **Health coverage for a February 1, 2014 effective date:**

Employer Open Enrollment – CLOSED

Employee Open Enrollment – December 29, 2013 – January 12, 2014

#### **Health coverage for a March 1, 2014 effective date:**

Employer Open Enrollment – closes January 27, 2014

Employee Open Enrollment – January 26, 2014 – February 9, 2014

#### **Health coverage for an April 1, 2014 effective date:**

Employer Open Enrollment – closes February 24, 2014

Employee Open Enrollment – February 26, 2014 – March 12, 2014

### **Employers:**

If your employer group is enrolling for a March 1, 2014 or later effective date and, when they log into the system you receive any kind of error message, please email the MNsure SHOP team at [MNsure\\_SHOP@state.mn.us](mailto:MNsure_SHOP@state.mn.us) with the contact information. Carol or Melissa from the SHOP team will assist them.

### **Employee Enrollment:**

All employee enrollment is completed via a paper process. The MNsure SHOP team will send an email confirmation to the employer upon receipt of their online enrollment application. The email will include Employee Enrollment Instructions. Employees will return both a completed and signed Application and Selection Form to their employer and the employer is responsible for returning the documents to MNsure by the required deadline.

Documents can be scanned and securely emailed to [mnsure\\_shop@state.mn.us](mailto:mnsure_shop@state.mn.us) or sent via U.S. Mail to **MNsure Operations, P.O. Box 64246, St. Paul, MN 55164**. If you need a secure email from the SHOP team to which you can attach employee documents, please send an email to [MNsure\\_SHOP@state.mn.us](mailto:MNsure_SHOP@state.mn.us) and a secure email will be sent to you.

### **Contact MNsure**

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

