



January 10, 2014

Updates & Reminders

Broker Resource Page

Please visit the new Broker Resource page to view important announcements, archived Broker Update communications, outreach materials, and fact sheets. We will be adding additional content regularly so please save as a favorite to your browser and check back for updates.

Feb. 1 Coverage & Payment Deadlines:

For February 1 coverage through a private health plan on MNSure, individuals must enroll and pay by next Wednesday, January 15. For Medical Assistance, individuals are covered for the entire month in which they applied. For MinnesotaCare, individuals have until the last day of the month to enroll for coverage effective on February 1.

Once the premium bill for MinnesotaCare is received, the client should pay it as soon as possible. The payment must arrive at MNSure, PO Box 64832; St. Paul, MN 55164-0832 or the health insurance company by the close of business on Friday, January 15.

Please Note: Optimal payment methods would be to either pay online or send a check directly to the health insurance company. Only if the consumer has a financial record in our system should they send a check to MNSure, PO Box 64832; St. Paul, MN 55164-0832. 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 MNSure ID on your check. Cash payments must be exact amounts; they cannot make change.) They are open Monday – Friday, 8:00 am – 6:00 pm.

MinnesotaCare Invoices

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.

Payment & Invoice Questions: If your client paid online, but has since then received an invoice from MNSure, there are a couple of things your client can do to confirm their payment online has been received.

They can:

- Check their email (junk mailbox too) to see if USBank has emailed them a confirmation of their receipt of payment
- Contact their banking institution to confirm payment has been processed through their account; or
- Call the MNSure Contact Center to confirm whether payment has been received and processed.

Agent of Record

Our target date to post the universal AOR form has been extended. We are currently reviewing carrier questions and comments and will communicate the outcome as soon it is finalized.

Contact us:

Broker email address: brokers@mnsure.org

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