



February 7, 2014

## Important Updates

### Application Corrections (Case Changes) and Changes in Circumstances:

Please continue to submit cases to the MNsure Contact Center for people needing to report changes in circumstances that impact coverage eligibility after an initial determination and program enrollment has occurred, including changes in income, adding household members, loss of other coverage, etc. Changes to information provided on an initial application to correct an error (case changes) may be reported to the servicing agency assigned to the case.

Please understand the processes within the system do not allow changes in circumstances (life changes) or application corrections to be entered and recognized, appropriately, at this time. We recognize this is a problem, and we are working on a solution. We also recognize that these changes could result in a different program determination and we will be working to clarify the impacts of this. In the meantime, the contact center and servicing agencies will continue to document these situations as they are reported so we can resolve them as quickly as possible once we have solutions.

## Reminders

### Deadlines for SHOP Coverage:

**Coverage Effective April 1:** Employer sign-up must be completed by February 24 and open enrollment for employees is February 26 – March 12.

## SHOP Inquiries

Send an email to the MNsure SHOP Team at [MNsure\\_SHOP@state.mn.us](mailto:MNsure_SHOP@state.mn.us) for the following inquiries:

- MNsure Application
- Online Enrollment
- Application Changes Prior to Employee Open Enrollment
- Employer Roster Changes i.e. Life Event changes such as a new hire, termination of an employee, birth, death, adoption, etc.
- Invoice/Payment

Contact the health plan carrier for the following inquiries:

- Benefit information
- Claims questions

- ID Cards

### **Deadlines for QHP Coverage:**

- **Coverage Effective on March 1:** Enroll and pay by February 15. Paying online is typically the best option. For March 1 coverage, payments must be made online by 5:00 PM Central Standard Time. However, if the consumer wishes to pay with a check, we recommend all payments be sent directly to the carrier.
- **Coverage Effective on April 1:** Enroll and pay by March 15.
- **Coverage Effective on May 1:** Those that enroll and pay after March 15, but before open enrollment period ends on March 31, will have coverage effective on May 1.

### **Broker Resource Page**

Please visit the [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.

### **MNsure Contact Center**

1-855-366-7873, press 1-8-2 for the broker line (you will not be prompted)

Broker email address: [brokers@mnsure.org](mailto:brokers@mnsure.org)