



February 14, 2014

News & Updates

AOR form status and information

I have enrolled a number of people in health insurance through MNSure but have only received service fees for some of them. When can I expect to be compensated for all of those I know I was able to include my information on during the application process?

For those brokers who received their assignments from carriers and sold plans to customers through MNSure, we are working with the carriers to make sure the information is processed as quickly as possible. We are currently auditing our reports and actively working with the carriers to support any necessary reconciliation of data. Both MNSure and the Carriers will communicate an update in the coming weeks.

When can we expect to see a paper form for assigning Agent of Record?

A standard Agent of Record (AOR) form has been finalized, with the intent to capture the agent/broker information in instances where the MNSure enrollment website has not recorded or correctly generated the necessary information to establish Agent of Record. The form will be posted to our Broker Resource Page with instructions, outlining the process for completing and submitting to MNSure. We will not be releasing the live link to the form until all Carriers have had an opportunity to make their initial commission payments based on the enrollee/broker data reports sent by MNSure.

Weekend System Activities

The enrollment and payment deadline for March 1 coverage is February 15.

MNSure will have an extended maintenance window to coincide with a federal maintenance window. Federal verification services will be down beginning 2:00 PM CST on Saturday, February 15 until 4:00 AM CST on Tuesday, February 18. The MNSure website will be down beginning 5:00 PM CST on Saturday, February 15. The MNSure website will be back online beginning 6:00 AM CST on Tuesday, February 18. This means consumers cannot create an account, apply, enroll or log into their account during this system maintenance window.

Consumers will be able to make online payments until 5:00 PM CST on Saturday, February 15. However, due to the Federal verification services maintenance, consumers who do not complete their application by 2 PM CST may have a less than desirable experience as they will pend for additional verifications.

If you have scheduled events or client appointments, MNsure recommends that you reschedule in consideration of this system alert.

Payments:

We are implementing changes to the finance module for consumers enrolling in a QHP.

- Consumers will no longer have the option to be invoiced by MNsure.
- Consumers who have received—or do receive—an invoice from MNsure should pay it as soon as possible.
- We strongly recommend online payment.

Consumers can pay online if they:

- Complete the transaction in one session
- Choose to be billed by the Carrier

If they do not choose a payment option or would prefer to be billed by the Carrier they will not be able to make changes or pay online.

Income Calculations:

Based on reports from many of you we were able to identify the defect that is causing income calculation errors. We are continuing to work on a resolution and will notify you when we have more information.

The system is prorating the household's projected annual income based on the remaining months in the year for online applications with an effective or submission date on or after February 1, 2014. This proration results in the household's income being reduced from the actual expected income to be received in 2014 based on the income information provided on previous screens.

Example: Household applies in February 2014. Household enters their household income information and the system correctly calculates their total annual income to be \$36,000 a year, but it then prorates the income based on 11 months remaining in the year and displays \$33,000 (estimated) as the expected projected annual income for 2014. The individual has the opportunity to correct the amount displayed in the next field that asks "Is this what you expect [Name]'s annual income to be?" If they do not recognize that their income has been prorated for the remaining months in 2014 the incorrect projected annual income will be used.

Please remind your clients to always double check the amount of income that the system displays to them and to make any corrections if it does not correctly reflect what they expect to receive for the full 2014 calendar year.

If adding a new household member to a case that was previously determined Medical Assistance or MinnesotaCare, please contact that entity to report the change. The servicing entity will add that household member to the case and determine eligibility for coverage if requested.

Contact Center Hours

MNsure Contact Center will be open on President's Day from 8:00 AM – 8:00 PM.

Additional Resources

Please visit the [Broker Resource Page](#) to view important announcements, archived Broker Update communications, outreach materials and fact sheets. We add additional content regularly so we suggest you save as a favorite to your browser and check back for updates.

Contact Center phone: 1-855-366-7873, press 1-8-2 (there will be no prompts)

Email us at: brokers@mnsure.org