



*February 21, 2014*

## **Announcements**

MNSure has announced new TV and radio ads that tell the stories of Minnesotans who have used MNSure to find better, more affordable health care coverage. Please see the [MNSure News Release](#) for more information.

## **News & Updates**

**Payments made since Thursday, February 6:** Payments made since Thursday February 6 may not appear in either the consumer's MNSure account (credit) or their bank account (debit). If they paid online or by check during this timeframe, they should not pay again.

- Online payments can be verified by US Bank or by calling the MNSure contact center.
- If they mailed a check directly to MNSure, please call the MNSure contact center to confirm receipt of the payment.

**Payments:** Consumers should no longer mail or walk-in payments to the MNSure Payment Center. Per last week's communication, the consumer should pay online or directly to the carrier.

**Adding a Household Member / Changes outside of MNSure:** The following changes may be made by the servicing agency for Medical Assistance or MinnesotaCare cases that still reside in the previous state systems (MAXIS) and have not yet been converted to MNSure. The servicing agencies have been provided with instructions on how to process these changes.

- Transition Year Medical Assistance (TYMA) eligibility ends
- Auto Newborn status ends
- Post-partum period ends for a pregnant woman
- Age change requiring a different basis of eligibility and a different income standard
- Change in income resulting in income in excess of applicable income standard
- Incarceration
- Leaving the state of Minnesota permanently
- Requesting closure
- Death
- Adding a member to the household
- Assets will not be counted for those enrollees who do not have an asset test effective 1/1/2014.
- These cases will be moved to the new eligibility system as part of the conversion process at their next annual renewal.

**Notices:** We have heard from some of you that notices are being received by consumers, without a list of the information needed from them. It is our understanding that this information may be on the backside of the notice, or additional pages. Please be sure to check with the consumer that they have ALL of the pages they received.

**Appeals:** If an individual submits an appeal request, this request will be processed and docketed as an appeal with all appropriate due process under law afforded to that individual. However, there may be instances, either subsequent to an appeal being filed or before, where informal resolution of issues may occur between a consumer and MNsure.

#### **Clarification of 6696A versus 6696B:**

- [6696A Supplement to MNsure Application \(DHS-6696\) for Health Coverage and Help Paying Costs](#) is to be used to send to enrollees to collect additional information needed to determine eligibility for Medical Assistance (MA). This form is only to be completed if a county or tribal agency requests it from the applicant.
- [6696B Supplement to Minnesota Health Care Programs Application \(DHS-3417\)](#) is a supplement for individuals who want financial assistance for health care coverage beginning on or after January 1, 2014. This form is used if the applicant submitted the Minnesota Health Care Programs Application (DHS-3417) or a Combined Application Form (CAF) and did not submit the MNsure application (DHS-6696), if MinnesotaCare Operations requests it from the applicant.

If coverage is requested for help paying medical bills incurred prior to 01/01/14, the 6696A may be sent by the servicing entity to the applicant in order to collect additional information for making a determination based on policy that was in effect prior to January 1.

**Medical Assistance Denials:** Individuals are not being denied for Medical Assistance because they are answering that they do not file taxes. Being a tax filer is not a requirement for Medical Assistance eligibility. We are trying to determine the cause for these denials, when they appear to meet all other eligibility requirements, and are hoping to communicate the reasons for these soon, but in the meantime, please report them to the ARC and we will submit tickets for them.

#### **SHOP**

Monday, February 24, 2014 is the last day to enroll online for an April 1, 2014 effective date.

If you need to make changes to your online enrollment selections, and it is prior to your employee open enrollment, the MNsure SHOP team can help you. Send an email to [MNsure\\_SHOP@state.mn.us](mailto:MNsure_SHOP@state.mn.us).

For roster changes such as new hire, termination, birth, death, adoption, please complete the [Life Events Form](#) and return it to the SHOP team at [MNsure\\_SHOP@state.mn.us](mailto:MNsure_SHOP@state.mn.us).

#### **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](mailto:brokers@mnsure.org)