



February 28, 2014

Announcements

System Update

Application and account services will be unavailable starting 5:00 PM Saturday, March 1 due to scheduled maintenance and upgrades. If you plan to start the application process or continue work on an existing application, please allow ample time to complete your work before 5:00 PM. Once services go off-line at 5 PM Saturday, March 1, any work in progress will be lost.

Services will once again be available at 6:00 AM Monday, March 3.

A February 26 [news release](#) recently announced updated enrollment numbers.

AOR form Update

MNsure will post the final universal AOR form and instructions to the [Broker Resource Page](#) on Friday, March 7. The form is to be used to assign 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. Any change to an agent of record remains with the Carriers and is subject to current business practices.

MNsure will accept AOR forms for effective dates of January 1, 2014 through April 1, 2014 up until June 30, 2014.

Enrollment

Applications Pending at the end of March

We have received questions about what will happen if a consumer's case was pending due to verifications to determine eligibility for MA/MinnesotaCare and the case was not processed until after the end of the open enrollment period. If the individual is determined ineligible for MA/MinnesotaCare, that situation would be considered a qualifying event and allow the consumer to select their QHP plan (with APTC if eligible) within a reasonable time frame.

Reminders

As part of certification through MNsure, brokers have a responsibility to safeguard consumer data. MNsure requires that email communications containing consumer information are protected through the use of encryption and password protection as needed. If there is a need to transmit protected consumer information, please send an email with the subject line "request

for encryption” and we will send you an encrypted message. To open the email, follow the instructions on the screen by clicking on the link provided and create your own username and password for the Microsoft Exchange Hosted Encryption site where your message can be retrieved.

You can then securely transmit protected information back to MNsure for resolution. Please note that the link may not be accessible via mobile phone or tablet.

Further Info/Help

Email us: brokers@mnsure.org

Call 1-855-366-7873 then press 1-8-2, you will not be prompted

Check the [Broker Resource Page](#) for news and updates regularly

- [MinnesotaCare April Premium 2 14.pdf](#)