

# General Helpful Account Creation & Plan Enrollment Tips



*Open enrollment for private insurance through Qualified Health Plans ends March 31, 2014.  
Enrollment in Public Health Programs (Medical Assistance, MinnesotaCare) is year round.*

<b>General Tips</b>	
<b>Recommended Browsers</b>	Firefox, Google Chrome, and Internet Explorer 9. Make sure that you are not using an outdated internet browser.
<b>Cell Phone and Tablets</b>	The application does not work with either – you must use a PC or laptop
<b>Internal Server Error</b>	Clear history/cache, change browser.
<b>400 or 500 Unhandled Service Exception Error</b>	Clear history/cache, change browser. If error is received at Summary Screen, go back to home page to start a new application.
<b>Unhandled User Error</b>	Cannot use browser back arrow button while completing the application – use the MNsure home button on the application page.
<b>Page Size – Can't see Continue/Next button or Payment button</b>	Page is too big. Park your cursor on a blank area of page, hit tab, maybe twice, page will move down. Or hit Control hyphen, CTRL (-), on keyboard to minimize page.
<b>Save &amp; Exit Button</b>	Select the Save & Exit button to save information entered and go back later to complete application.
<b>Creating an Account</b>	
<b>Street Address</b>	Do not use abbreviations. Example: 34 East Pinnacle Street
<b>Phone Field</b>	Follow format (xxx){nospace}xxx-xxxx Example: (612)333-3333
<b>Creating User Login ID</b>	Can be from 1 – 20 characters long and can only include alphanumeric characters (a-z, A-Z, 0-9)
<b>Creating a Password</b>	Password must include 8 characters of letters, numbers, and special characters. B) Password must include at least 1 numeric character. C) Password must include at least 1 uppercase and at least 1 lowercase letter. D) Password must include at least 1 special character from the following list: ! " # \$ % & ' ( ) , . : = ? @ or space character E) Recently used passwords cannot be reused.
<b>Shared Secret</b>	Minimum of 4 characters
<b>Forgot Password</b>	Select the Forgot Password link and enter your username. It will give you security questions to answer to reset your password. Or you may call the Contact Center at 1-855-366-7873.
<b>Forgot Username</b>	Entering an email address will send you the username tied to the email address. (An email address must be registered on the account.) Or you may call the Contact Center at 1-855-366-7873.

<b>Unable to Create Online Account</b>	Please find a Navigator or Insurance Agent in your area. A Navigator can assist you with MA/MNCare enrollment. A health insurance agent can help you purchase a low cost Qualified Health Plan Our MNSure Contact Center at 1-855-3MNSURE (1-855-366-7873) or our website <a href="http://www.mnsure.org">www.mnsure.org</a> can help you find either a Navigator or an Insurance Agent/Broker.
<b>Completing an Application</b>	
<b>Required Fields</b>	Only enter data into the required fields (fields with an *).
<b>Hyphenated Names</b>	Do not enter any special characters in your name (no hyphens or periods).
<b>Middle Name</b>	Do not enter your full middle name. Middle initial is acceptable (do not include a period).
<b>Signature Line</b>	To submit the completed application, your name must match <b>exactly</b> as it was entered in the application. The signature line will not accept any special characters (hyphens, periods etc.)
<b>Application Status</b>	
<b>Application pending and have not enrolled in a plan</b>	If eligible for a Qualified Health Plan (with or without tax credits) select the blue Enroll in Plans button to shop and pay for your plan. Select the Enroll in Plans link; if eligible for Medical Assistance or MinnesotaCare, you will receive a packet in the mail and no further online action is necessary.
<b>Enrolled &amp; Paid but application is still pending</b>	You will receive a packet in the mail from the insurance company. If you are signed up for MinnesotaCare or Medical Assistance, call the DHS Help Desk at 651-431-2670.
<b>QHP Payment Selection</b>	Select to pay your first month's premium online or get billed by the insurance company.
<b>Payment</b>	
<b>Pay Online</b>	Pay online through your MNSure account by credit/debit card or electronic check.
<b>MNCare Payment by Mail or in Person</b>  (For April Coverage)	<p><b>To pay by mail:</b> Mail premium payments with the payment stub in the return envelope included with the bill. Do not include premium payments for other programs with MinnesotaCare payments. Make the checks payable to MNSure. Write the MNSure ID number from the bill on the check. If you do not have the bill or cannot find the number, you may call MinnesotaCare Operations to get the number to write on the check.</p> <p>Mail payments to: MinnesotaCare Operations PO Box 64834 St. Paul, MN 55164-0834</p> <p><b>To pay in person:</b> The MinnesotaCare Cashier's Office is open from 8 a.m. to 6 p.m. Monday through Friday. Please bring your bill with you when you pay in person. If you pay in person you may pay by check or cash. If you pay with cash you must have the exact amount. The Cashier's Office does not have change.</p> <p>In person payments are accepted at: Minnesota Department of Human Services Cashier's Office 540 Cedar Street St. Paul, MN 55155</p>
<b>Issues with e-signature</b>	To avoid issues with e-signature process, we recommend that individuals avoid using special characters, such as dashes, periods, and commas, when entering their name and address for account creation. We also recommend ensuring that the e-signature portion of the application match the name used in the application portion.