



November 14, 2013

Announcements

New Director of Navigator Relations is on Board; New Communications Coming

MNsure and DHS are planning to roll out a new process for communicating with navigators statewide. As part of this process, Stacie Weeks has taken on a new (temporary) role as Director of Navigator Relations. Our main goal is to improve how we work with you as navigators and advocates, to help us meet our shared goals of getting more Minnesotans enrolled in affordable health care coverage.

Before we make our final plans, we would like to hear from you about how we can better communicate and problem-solve with navigators across the state. Please email Stacie at stacie.weeks@state.mn.us if you have ideas or suggestions about ways we can work together better and improve two-way communications.

Resources (*New)

- *Assister Resource Center staff are not able to view case information at this point in time. It is expected that we will be able to do so around the time that the counties will have this functionality. For now, if one of your clients has a specific question about the status of their application or eligibility, the MNsure Contact Center (1-855-366-7873) is able to provide this information.
- *Version 2.0 of the Navigator Manual has been posted.
 - We have added a version control chart so you are able to reference what areas of the manual have been updated and to ensure you are always referencing the most recent version.
 - All links have been corrected.
 - It is printable.
- MNsure has developed an Event Notification form for our partners to share with us their efforts to reach the broader community. Please look for this form to be posted to the [Navigator Resource Page](#) this week.

Systems Information (*New):

- *Due to the various issues related to verifications, problems with the federal hub, confusion around income information, etc. we are planning to rerun eligibility for all applications in the new eligibility system.
- *In some situations applicants are determined eligible for tax credits, yet when selecting their health plan, their tax credit amount is \$0.00. This is primarily due to the cost of the

premiums for health plans in Minnesota being lower than the applicant's required contribution, subsequently resulting in \$0.00 tax credits.

- *We have found that in some cases in which zip codes cross county lines, the system is "assigning" the incorrect county of residence. This also impacts the tax credit issue above. It is anticipated that this issue will be fixed this weekend, barring any unintended consequences of these changes.
- *We are working to remove duplicate enrollee applications. We are using the "last" application submitted by the application and will be removing all previous applications. Subsequent issues as a result of the duplicate applications include multiple health plan enrollments, multiple payments and incorrect payment amounts. As we rerun eligibility assessments, we will also be resolving any enrollment and payment issues. This work will continue over the next few weeks.
- *Once duplicate applications and eligibility assessments have been resolved, we will be generating applicant notices. These notices will direct individuals to contact their counties, if needed for Medical Assistance Cases. If QHP or APTC cases, they will be directed to the MNsure Contact Center and those with MCRE cases will be directed to MinnesotaCare Operations. We will do our best to keep navigators informed of this process so you can help applicants who might seek your help on these issues.
- *We are hopeful to have counties working in the system sometime next week. Further worker action on these cases may also generate notices
- *MA and MinnesotaCare plan enrollment is not likely to occur in December. These individuals will be covered as of January 1st regardless of this timeline.
- *Appeals from individuals disputing their eligibility determinations will initially be handled at DHS, rather than at the counties.
- It is very important that users completely "log-out" of MNsure when assisting a consumer in the eligibility system.
- A new red arrow has been added to the front page where an individual chooses what to apply for. The arrow directs people to the link to apply for help paying health care costs.
- Private health insurance (insurance you purchase yourself individually, not through an employer or group) is not a barrier to MinnesotaCare (in 2014) or APTC. An individual can have private health insurance and qualify for MinnesotaCare/APTC. An individual can choose to keep or drop that private health insurance. The system was incorrectly considering private health insurance to be a barrier to MinnesotaCare and APTC. People who otherwise qualified for MinnesotaCare/APTC but who reported having private health insurance were being determined ineligible for MinnesotaCare/APTC and eligible for Unassisted QHP. This has been corrected. Private health insurance will not prevent MinnesotaCare or APTC eligibility. We are working to identify individuals who were previously denied MinnesotaCare/APTC for this reason and whose eligibility will be redetermined.
- The majority of online applications that were pending due to issues with verifications through the Federal Hub, have been resolved. Those still pending are likely pending because additional verifications are needed or for other reasons. Once the majority of discrepancies are resolved, notices will be mailed based on the last action on the case, which will reduce confusion or misinformation.

Update

As of today:

- The MNsure Assister Directory lists:

- 477 individual Navigators
- 2000+ individual Brokers
- 211 individuals are Certified Application Counselors
- 181 of 300+ MNsure Navigator agreements have been fully signed
 - 131 Professional / Technical contracts have been executed
 - 50 Data Sharing Agreements have been executed
- 1487 MNsure Background Checks have been completed
- 1222 Navigators have 'mastered' both MNsure training courses
 - 1015 Navigators have completed both training and background checks.

We have received a number of background checks for individuals that are not listed on organizational rosters. If you are your organization's primary contact and have not yet submitted a roster, please submit and email to the ARC requesting the form and instructions.

In addition, this is a reminder that we will send the certification email directly to the certified individual, not the primary contact or agency administrator.

Assister Resource Center

Phone: 1-855-3MNSURE (1-855-366-7873), press **1-8-1**

Fax: 651-431-7572

E-Mail: navigators@mnsure.org