



November 22, 2013

There's a lot to cover in today's edition of the newsletter. Please take a moment to review all of these important updates and information. Also look for announcements next week about new ways MNsure and DHS will try to keep all navigators informed about important topics.

Thank you for your work as navigators!

Policy Clarification

What is the role of the navigator in account creation on behalf of a client?

- Navigators should not be creating their own account to submit consumer applications.
- Navigators may help a consumer create and key in that account information when in the presence of the consumer.
- Navigators should not be retaining any account information in their records.
- Navigators should always do the following, between each client session:
 1. Click 'log off'
 2. Clear their 'cache' and 'cookies' (attached)
 3. Close the internet browser.

Updates & Information

New Medical Assistance and MinnesotaCare Clients

- At this time, health plan selection is unavailable on MNsure for new Medical Assistance (MA) and MinnesotaCare clients. We had planned to provide new MA clients time to choose a plan. Due to system delays, there may not be enough time for packets to be mailed to every client and returned prior to the January 1 coverage start date. Therefore, it is possible some new MA clients will be placed into a default plan without having the full 30 working days to choose a plan. New MA clients will be covered under fee-for-service for the first 30 working days of coverage and will be defaulted to a plan if they do not select one. No clients will lose coverage. In addition, some new MinnesotaCare clients may be placed in a default plan for two months instead of the first month as we had announced last summer. We will make every effort to ensure all new enrollees have the option to choose a health plan at the earliest possible point in time.

Current Medical Assistance and MinnesotaCare Clients

- For clients currently enrolled in Medical Assistance (MA), there is no need to re-enroll them through MNsure. They will remain covered through MA. For clients currently enrolled

in and still eligible for MinnesotaCare, they will need to re-enroll through MNsure to take advantage of the possible lower premiums available through the new MinnesotaCare program. If they do not re-enroll through MNsure, they will remain covered through MinnesotaCare, but they will not receive the potentially lower premium option. They will also have to pay the full billed premium amount in order to maintain coverage.

Notices & Invoices:

- It is our intent and goal to begin the process of getting eligibility notices and invoices out to enrollees sometime next week, and to give navigators advance notice of this process. Please note that, in some cases, verification notices will be sent to enrollees to confirm specific information provided by the applicant that could not be verified electronically. These enrollees will have 95 days to provide the requested information. If the information is not provided within this timeline, eligibility will be terminated. Medical Assistance cases that need paper verifications are generally pended until the requested information is received.

Clients Not Seeking Financial Assistance or Seeking Tax Credits Should Apply Online; Use only DHS Form 6696 for MA and MinnesotaCare paper applications.

- At this time, online applications are encouraged for all applicants. Individuals who are not applying for financial assistance and those they think they may be eligible for premium tax credits must apply online in order to ensure a January 1, 2014 coverage start date. Individuals who are applying for Medical Assistance and MinnesotaCare should use the online application or the new paper application form [DHS-6696 Application for Health Coverage and Help Paying Costs](#). If the DHS-5417 application is used, there is a very low likelihood that an eligibility determination will be made in time for coverage to start January 1. For more information about Form 6696 and its availability in languages other than English, refer to [eDocs](#), the DHS Forms and Documents site.

December 15 Deadline to Sign Up for Coverage Extended

- The federal government announced today that the December 15 deadline will be extended by one week. Individuals now have until December 23 to sign up for coverage in order to have health coverage start on January 1.

System Status Updates

- **Technical difficulties:** We apologize for the inconveniences created by unexpected outages. We are working to improve our process so we can more timely share this information with you. At this time, please continue to refer to the MNsure Home Page for notifications of systems issues or outages.
- **Thanksgiving Holiday Weekend Schedule:** Depending on decisions by the federal government about their system availability, we anticipate the MNsure system will be open with a regular schedule next week. Please note that our call centers will not be open on Thursday, the 28th and Friday, the 29th for the holiday. We will let navigators and others partners know if this schedule changes.
- **The Learning Management System** is down for maintenance daily from 8:00 – 8:30.

Resources

- **Navigation Manual and Website:** All updates, including the information found in the Q&A, will be added to the online navigator manual, which can be found on the [Navigator Resource Page](#) website. If you have any questions, these tools are a good place to check first.
- **Assister Resource Center and MNSure Contact Center:** We are working to improve your experience with both contact centers by adding staff and building better coordination and communication between the two centers. Remember, with the exception of password re-sets and specific questions requiring the contact center to view a client's information in the system, which must go through the MNSure Contact Center, your first call for assistance should be to the Assister Resource Center at 1-855-3MNSURE (1-855-366-7873), press 1-8-1.

Navigators in the News

- **Duluth News Tribune Story:** If you're looking for some good news this week, check out this Duluth News Tribune editorial by clicking [here](#). It's a great example of MNSure and its partners working together to get the word out that Minnesota's system is healthy and working to make affordable healthcare available to all Minnesotans.

Further Info/Help

If you need answers and/or help

- email the Assister Contact Center: navigators@mnsure.org
- or call 1-855-3MNSURE (1-855-366-7873), press 1-8-1
- check the [Navigator Resource Page](#)