



December 3, 2013

Once again, there is some important information to share with you, so please take a moment to read today's Navigator Newsletter and the attachment, carefully.

News and Updates

- **December 23 Individual Enrollment Deadline:** We have worked through issues to extend the deadline to December 23 for enrollment for individual coverage beginning January 1, 2014. The December 23 deadline does not apply to those deemed eligible for Medical Assistance or MinnesotaCare. These individuals determined eligible through December 30 will have coverage effective on January 1, 2014.
- **Paper Applications status:** At this time, we are unable to complete enrollment for those who submit paper applications. Please reach out to those you assisted with a paper application and encourage them to enroll online to ensure coverage on Jan. 1, 2014. We will also be contacting people who submitted paper applications to encourage them to complete the application online instead.
- **Eligibility Notices & Invoices Are Being Sent:** We strongly encourage you to read the longer communication attached to this email that includes helpful information on eligibility notices and invoices that was sent yesterday to assistors. If your clients have questions that you are unable to answer, please direct them to the phone number listed on the notice.
- **Navigator Conference Call This Week: Please join DHS Commissioner Lucinda Jesson and MNSure's Executive Director April Todd-Malmlov for a conference call on December 5** to give you updates and say thank for your hard work over the past few months. Because conference lines are limited, we are asking each navigator group to use only one phone line to dial in. But, we encourage each organization to include as many navigators as possible on that line. Details have been sent to the primary contact person for your organization.
- **Account Creation Issues:** We heard from several of you that people were having trouble creating accounts over the past few days. The problem was quickly identified and it has been fixed. If you experience issues with account creation, please call ARC at 1-855-3MNSURE (1-855-366-7873), press 1-8-1
- **Navigators should not become Authorized Representatives:** An Authorized Representative is an ongoing role that allows someone to act for an enrollee who is unable to act on their own behalf even after enrollment is completed. An Authorized Representative stands in the shoes of the enrollee and may do anything an enrollee can do. It is not appropriate for navigators to take on these responsibilities so we ask you to refrain from taking on this role.
- **Internet Browser Recommendations for Using MNSure:** We recommend trying Google Chrome or Firefox if you find you are having issues with Internet Explorer.
- **New Assistor Directory Link:** We are pleased to share with you our new assistor directory for consumers, available on the MNSure website. To check it out, click [here](#).

New Resources

- **Affordable Care Act Overview: A Primer for Medicaid/CHIP Eligibility Workers (PowerPoint)**, click [here](#).
- **Household Composition and Income Eligibility Rules: Detailed Rules for Medicaid/CHIP Eligibility Workers (zip for slide deck and trainer's manual)**, click [here](#).

Reminders & Events

- **Assister Resource Center and MNsure Contact Center:** Remember, with the exception of password re-sets and specific questions requiring us to view a client's information in 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](#).
- **Outreach Event News:** Paul Bunyan and his faithful companion, Babe the Blue Ox, get into the holiday spirit with MNsure outreach staff to greet Mall of America shoppers on Saturday, December 7. Shoppers are encouraged to snap photos with Paul and Babe, and to bring their questions about how MNsure can help them find quality health plans at a fair price; questions about finding in-person help with enrollment, coverage options, how to enroll, and more. Event details are below.
 - Mall of America Rotunda on Saturday, December 7, 9:00 a.m. – 10:00 p.m.

Thanks for all the work you are doing to bring affordable healthcare to Minnesotans. We look forward to talking with you on December 5!

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](#)