



January 3, 2014

Happy New Year!!!

## Important Updates

- Schedule for this Weekend: Scheduled maintenance to the MNSure.org marketplace will begin at 8:00 p.m. tonight, Friday, January 3, 2014. The maintenance work will continue throughout Saturday, January 4, and Sunday, January 5. During this time, the account and application portion of the website will be unavailable. The account and application portion of the website will be back up starting **at 6:00 a.m. on Monday, January 6**. Consumers can visit [MNSure.org](http://MNSure.org) anytime to shop for plans and find information about MNSure.
  - The MNSure Contact Center, [1-855-366-7873](tel:1-855-366-7873) (1-855-3MNSURE), resumes normal operating hours this weekend, operating [from 7:30 a.m. to 8:00 p.m. Monday](#) through Friday and [Saturday from 9:00 a.m. – 4:30 p.m.](#)
  - Alternately, applicants and enrollees for MinnesotaCare or Medical Assistance can call the DHS Member Help Desk at [651-431-2670](tel:651-431-2670) or [1-800-657-3739](tel:1-800-657-3739). DHS Member Help Desk hours are [8 a.m. to 6 p.m. Monday](#) through Friday.
- **Paper Applications:** We have implemented a process to work on paper applications. If a paper application was submitted previously, it does not need to be resubmitted. As always, we still strongly encourage online applications and to use a paper application with your clients only when necessary.
- **MNSure Partner Event Form:** MNSure has developed the [MNSure Partner Event form](#) for our partners to share with us their efforts to reach the broader community. This form is posted on the [Navigator Resource Page](#) under Tools: Forms.

## Reminders

- **Payment Deadline for January 1 Coverage: January 10:** Many people who enrolled in a private health plan through MNSure before the December 31st deadline took advantage of the recommended online payment method. Their coverage began on January 1, 2014. Those who have enrolled, but not yet paid for their January 2014 coverage through a private health plan must do so **by Friday, January 10, 2014.**
  - You can log into your account and pay your bill or send a check. Regardless of which option you choose, the payment must arrive at MNSure ([MNSure PO Box 64832; St. Paul, MN 55164-0832](#)) or the health insurance company by the close of business on Friday, January 10, 2014. Any medical care after January 1 will be covered if this payment deadline is met. However, if payment arrives after January 10, then coverage will start February 1 and any prior medical care will not be covered.

- Please note this deadline applies only to those enrolled in a private health plan. There is also a walk-in center for payments at the DHS Cashier's Office at 540 Cedar Street, St. Paul MN 55155. However they only accept check, money order, & cash payments with invoice. (Be sure to Include MNSure ID on your check. Cash payments must be exact amounts; they cannot make change.) They are open Monday – Friday 8:00am – 6:00pm.
- **MinnesotaCare Payments:** Premium invoices for MinnesotaCare are still delayed. Those approved for MinnesotaCare will receive coverage starting the first day of the month following their approval. The premium bill should be paid as soon as the client receives it.
- **Feb. 1 Coverage Deadlines:** For Feb. 1 coverage through a private health plan on MNSure, individuals must enroll and pay by Jan. 15, 2014. For public programs, individuals have until the last day of the month to enroll. As stated above, premium invoices for MinnesotaCare are delayed. Once the premium bill is received, the client should pay it as soon as possible.
- **The ARC Fax Number:** The use of the ARC Fax number was a temporary solution on 12/31 for paper applications. For future, please be sure to fax paper applications to 651-431-7750, which is the number on the application.

## Resources

### The Assister Resource Center:

- is to support you as navigators. Please feel free to contact us regarding consumer issues, but we ask that you do not refer consumers to us directly either through email or phone.
- The ARC is not able to assist with account issues or password resets. Please contact the MNSure Contact Center for these issues.

## Further Info/Help

If you need answers and/or help:

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

As always, thank you for your work as navigators!