



January 8, 2014

Based on your helpful feedback, we are moving our weekly newsletters to Thursdays, instead of Fridays. Below you will find a couple of helpful reminders and resources for your work in assisting consumers this month. Thanks for all of work in helping Minnesotans find coverage!

Updates & Reminders

- **Private Plan Payment Deadline for Jan. 1 Coverage:** Those who have enrolled, but not yet paid for their January 1, 2014 coverage through a private health plan must do so by **tomorrow, Friday, Jan. 10th**. Any medical care received 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. Consumers can log into their account and pay online or send a check. The payment must arrive at MNSure (PO Box 64832; St. Paul, MN 55164-0832) or the health insurance company by the close of business on Friday, January 10th. There is also a walk-in center for payments at the DHS Cashier's Office at 540 Cedar Street, St. Paul MN 55155. 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.

Please Note: Optimal payment methods would be to either pay online or send a check directly to the health insurance company. Only if the consumer has a financial record in our system should they send a check to MNSure (PO Box 64832; St. Paul, MN 55164-0832).

- **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 & Payment Deadlines:** For Feb. 1 coverage through a private health plan on MNSure, individuals **must enroll and pay by next Wednesday, Jan. 15, 2014**. For Medical Assistance, individuals are covered for the entire month in which they applied. For MinnesotaCare, individuals have until the last day of the month to enroll for coverage effective on Feb. 1st. As stated above, premium invoices for MinnesotaCare are delayed. Once the premium bill for MinnesotaCare is received, the client should pay it as soon as possible.
- **Paper Applications:** We have implemented a process to work on paper applications for all applicants. 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.
- **Payment & Invoice Questions:** If your client paid online, but has since then received an invoice from MNSure, there are a couple of things your client can do to confirm their payment online has been received. They can:

- Check their email (junk mailbox too) to see if USBank has emailed them a confirmation of their receipt of payment;
 - Contact their banking institution to confirm payment has been processed through their account; or
 - Call the MNSure Contact Center to confirm whether payment has been received and processed.
- **Navigator Certification Process:** To receive your MNSure certification, the following must be completed:
 1. Your organization must have a fully signed agreement with MNSure
 2. You must complete the MNSure Background Check
 3. You must complete MNSure's online training

Once these steps have been completed, you will receive an email from us confirming your certification and providing you with your MNSure Certification ID. Certification email notifications and directory updates occur on Mondays and Thursdays. However, due to the Thanksgiving holiday, there will not be a Thursday certification this week. The next certification will occur Monday, December.

Resources

- **Online Account Creation Forms:** Please review the attached procedure regarding Manual Account Requests process for online account creation forms. This will be added to the navigator manual next week. We hope you find the timelines and process helpful to your work with your clients.
- **Language English Proficiency (LEP) procedure:** It has come to our attention that we were missing a critical step in the procedure. We have corrected this and have attached the updated procedure to this communication. We are reviewing this process and are finalizing additional clarification to the procedure and will post this in a Navigator Manual update soon.
- **Navigator Manual and Resource Page:** We have had several questions recently about where to find various navigator resources and the navigator guidelines and manual. Here is the link to the [Navigator Resource page](#), where you will also find a link to the [Navigator Manual](#). We hope you will find these resources helpful.
- **ARC Local Number:** We have also established a temporary local number for navigators to contact the Assister Resource Center. If you cannot reach us through [1-855-366-7873](tel:1-855-366-7873), please try [651-539-2098](tel:651-539-2098).
- **Navigator Communications:** Previous Navigator Communications are now listed on the [Navigator Resource page](#).

Training

We are encouraging our partners to take the following optional courses:

- **MNSNAV301-MNSURE NAVIGATOR - COURSE THREE:** Navigator Course Three contains Case Scenario Two. Course includes: Create a worker account, Introduction to the worker portal, Person search overview, Person registration, Entry of an application in the worker portal, Application summary and submission, Case results, Case notes, and Post-eligibility system, worker and consumer actions including, case assignment, notices, service delivery and enrollment, health plan ID cards.

- **MNSNAVOPT - MNSURE NAVIGATOR/ASSISTOR OPTIONAL COURSE:** Contains two modules: (1) Introduction to SHOP 101; and (2) Defined Contribution Health Plans

We are aware that completion of these two courses does not reflect in your transcript as “Mastered”. We are working to resolve this, but as they are not required for certification, please do not be concerned.

Remember: Training content is available for you to access at any point in time. Simply log-in to [Pathlore](#) with your training ID. Click on “Your Learning Transcript”. Select the course. Review module. Do not “restart” the course or your scores will be reset and it will appear as if you did not complete the coursework required for certification.

Navigator Success Stories

Check out [this story](#) in the Duluth News Tribune about Duluth navigators making coverage happen for the people of Northern Minnesota. Great work Duluth!

If you know of some success stories about people getting covered in Minnesota, please share them with us! You will find a story collection form for helping clients who want to share their story with MNSure and DHS on [Navigator Resource page](#). Direct links to the Navigator process and forms for sharing stories are below.

- [Process for Sharing Stories](#)
- [Case History Form](#)
- [Informed Consent for Navigator Release](#)
- [Informed Consent for Promotional Use](#)

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](#)

As always, thank you for your work as navigators!