



February 14, 2014

Five Things to Know for March 1 Enrollment - Please refer to yesterday's [MNsure's Media Advisory](#).

News & Updates

- **Weekend System Activities**

The enrollment and payment deadline for March 1 coverage is February 15.

MNsure will have an extended maintenance window to coincide with a federal maintenance window. Federal verification services will be down beginning 2:00pm CST on Saturday February 15 until 4:00am CST on Tuesday February 18. The MNsure website will be down beginning **5:00pm CST on Saturday February 15**. The MNsure website will be back online beginning **6:00am CST on Tuesday February 18**. This means consumers cannot create an account, apply, enroll, or log into their account during this system maintenance window.

Consumers **will** be able to make online payments until 5:00pm CST on Saturday February 15. However, due to the Federal verification services maintenance, consumers who do not complete their application by 2 PM CST may have a less than desirable experience as they will pend for additional verifications.

If you have scheduled events or client appointments, MNsure strongly recommends that you reschedule in consideration of this system alert.

- **Payments:** As part of the weekend update, we are implementing changes to the finance module for consumers enrolling in a QHP. These will be effective Tuesday, February 18.
 - Consumers will no longer have the option to be invoiced by MNsure.
 - Consumers who have received—or do receive—an invoice from MNsure should pay it as soon as possible.
 - We strongly recommend online payment.
 - Consumers can pay online if they:
 - Complete the transaction in one session
 - Choose to be billed by the Carrier
- If they do not choose a payment option or choose to be billed by the Carrier they will not be able to come back and change their option and pay online.

To make the payment process easier for consumers, MNsure will no longer issue invoices to consumers for the first month's premium for health insurance coverage. We strongly recommend online payment, and to make that possible, the MNsure application, plan selection and payment steps must be completed in one session, and the consumer must either pay MNsure online or elect to be billed by the health insurance company when they reach the payment step.

Consumers who do not select a payment option during their online session, or who choose to be billed by the health insurance company during their online session, will not be able to return to their session to change their payment option.

- **Income Calculations:** As many of you have reported to us, we have identified the defect that is causing income calculation errors. We are continuing to work on a resolution and will notify you when we have more information.

Effective with online applications submitted on or after 2/1/14 the system is prorating the household's projected annual income based on the remaining months in the year. This proration results in the household's income being reduced from the actual expected income to be received in 2014 based on the income information provided on previous screens.

Example: Household applies in February 2014. Household enters their household income information and the system correctly calculates their total annual income to be \$36,000 a year, but it then prorates the income based on 11 months remaining in the year and displays \$33,000 (estimated) as the expected projected annual income for 2014. The individual has the opportunity to correct the amount displayed in the next field that asks "Is this what you expect [Name]'s annual income to be?" If they do not recognize that their income has been prorated for the remaining months in 2014 the incorrect projected annual income will be used.

Please remind your client's to always double check the amount of income that the system displays to them and to make any corrections if it does not correctly reflect what they expect to receive for the full 2014 calendar year.

Announcements

- **Staffing** - We're sorry to announce that Jennifer Ditlevson, the ARC Supervisor, will be leaving the Navigator Program for a new opportunity. We wish her the best!

We're excited to announce that Christina Wessel will be joining MNSure from the Minnesota Council of Nonprofits. She'll be taking on the role previously handled by Stacie Weeks.

Meet the ARC Team – see the attached to "meet" the team and read some ARC FAQs!

- **Regional Calls** - The Navigator Regional Calls are going on hold after next week's calls. With the various personnel transitions taking place at MNSure and DHS, we will be assessing all communications and implementing changes soon. Please continue to send your questions to the Assister Resource Center.
- **Contact Center Hours**
 - The MNSure Contact Center will be open on President's Day from 8:00 am – 8:00 pm
 - The ARC will be closed on President's Day.

Navigators in the News

- Check out [this story](#) about how navigators are reaching people in their community and working together to spread the word about getting coverage.

Further Info/Help

If you need answers and/or help:

- email the Assister Contact Center: navigators@mnsure.org

- call 1-855-3MNSURE (1-855-366-7873), press 1-8-1 or 651-539-2098
- check the [Navigator Resource Page](#)