



February 20, 2014

Announcements

MNSure has announced new **TV and radio ads** that tell the stories of Minnesotans who have used MNSure to find better, more affordable health care coverage. Please see the [MNSure News Release](#) for more information.

Enrollment Events: As you know, March is a critical month for MNSure with open enrollment ending on March 31st. We are going to concentrate our efforts over March to hold as many enrollment events as possible. If you already have something set up for March please let us know what it is so that we can help you advertise for it. Please continue to utilize the MNSure Partner Event form to inform us about your upcoming events. The form is available on the [navigator resource](#) page and is attached to this email. Various MNSure staff, including community outreach liaisons and communications staff members, may be contacting you in the next week to see if you are able to work with us to create additional events in your area or be willing to assist us in reaching areas that do not already have a navigator. Thank you for your help during this critical time for MNSure.

News & Updates

Payments made since Thursday, February 6: Payments made since Thursday 2/6 may not appear in either the consumer's MNSure account (credit) or their bank account (debit). If they paid online or by check during this timeframe, they should not pay again. Online payments can be verified by US Bank or by calling MNSure. If they mailed a check to MNSure please call the contact center at 1-855-366-7873 to confirm receipt of the payment.

Payments: Consumers should no longer mail or walk-in payments to the MNSure Payment Center. Per last week's communication, the consumer should pay online or directly to the carrier.

Adding a Household Member / Changes outside of MNSure: The following changes may be made by the servicing agency for Medical Assistance or MinnesotaCare cases that still reside in the previous state systems (MAXIS) and have not yet been converted to MNSure:

- Transition Year Medical Assistance (TYMA) eligibility ends.
- Auto Newborn status ends.
- Post-partum period ends for a pregnant woman.
- Age change requiring a different basis of eligibility and a different income standard.
- Change in income resulting in income in excess of applicable income standard.
- Incarceration.
- Leaving the state of Minnesota permanently.
- Requesting closure.
- Death.

- Adding a member to the household.
- Please report these changes to the servicing agency. They have been provided with instructions to process these changes.
- Assets will not be counted for those enrollees who do not have an asset test effective 1/1/2014.
- These cases will be moved to the new eligibility system as part of the conversion process at their next annual renewal.

Notices: We have heard from some of you that notices are being received by consumers, without a list of the information needed from them. It is our understanding that this information may be on the backside of the notice, or additional pages. Please be sure to check with the consumer that they have ALL of the pages they received.

Appeals: If an individual submits an appeal request, this request will be processed and docketed as an appeal with all appropriate due process under law afforded to that individual. However, there may be instances, either subsequent to an appeal being filed or before, where informal resolution of issues may occur between a consumer and MNsure.

Clarification of 6696A versus 6696B:

- [6696A Supplement to MNsure Application \(DHS-6696\) for Health Coverage and Help Paying Costs](#) is to be used to send to enrollees to collect additional information needed to determine eligibility for Medical Assistance (MA). This form is only to be completed if a county or tribal agency requests it from the applicant.
- [6696B Supplement to Minnesota Health Care Programs Application \(DHS-3417\)](#) is a supplement for individuals who want financial assistance for health care coverage beginning on or after January 1, 2014. This form is used if the applicant submitted the Minnesota Health Care Programs Application (DHS-3417) or a Combined Application Form (CAF) and did not submit the MNsure application (DHS-6696), if MinnesotaCare Operations requests it from the applicant.

If coverage is requested for help paying medical bills incurred prior to 01/01/14, the 6696A may be sent by the servicing entity to the applicant in order to collect additional information for making a determination based on policy that was in effect prior to January 1.

Medicare and the Application:

Did you know that Medicare is a type of other health care coverage, or insurance, which must be reported on an application for assistance? Consumers, who are eligible for or enrolled in Medicare, must answer questions on the application about that coverage. Access to or eligibility for Medicare is a barrier to MinnesotaCare and Advanced Premium Tax Credits.

There are two triggers that will help you know when to ask a consumer about the availability of or enrollment in Medicare coverage. They are:

- The consumer is age 65 or older.
- The consumer receives income from the Social Security Administration.

More information about Medicare can be found at [Medicare.gov](http://www.Medicare.gov).

Medical Assistance Denials: Individuals are not being denied for Medical Assistance because they are answering that they do not file taxes. Being a tax filer is not a requirement for Medical Assistance eligibility. We are trying to determine the cause for these denials, when they appear to meet all other eligibility requirements, and are hoping to communicate the reasons for these soon, but in the meantime, please report them to the ARC and we will submit tickets for them.

Medicare Savings Program (MSP) Applications: On January 27, we provided an update on the process for submitting applications for Medicare Savings Programs (MSP). If you are not familiar with MSP, please refer these individuals to the counties for further assistance. These individuals are those with Medicare who are seeking assistance paying their Medicare premiums.

Please note we are still working to finalize processes for other applications not listed, including EMA. We hope to have an update on these within the next couple of weeks.

Reminders

Only fully certified individuals can offer navigator services. Sharing navigator IDs with non-certified individuals is a contract violation and could result in termination of your certification and MNsure partnership.

Tools and Resources

Minimum Essential Coverage: Attached is a tool with additional information for Minimum Essential Coverage (MEC). This is the first of a series of fact sheets we hope to share with you over the next several weeks.

ARC Case / Ticket Resolution: Many of you have requested further information on the process your inquiries / requests move through once reported to the ARC. Attached is a chart with a description of the various types of inquiries and the process the ARC takes towards resolution.

Further Info/Help

DHS Member Help Desk - 651-431-2670 or 1-800-657-3739

MNsure Contact Center - 1-855-366-7873

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](#)