



April 3, 2014

THANK YOU! MNsure successfully enrolled more than 169,000 Minnesotans into comprehensive, affordable health insurance plans as of midnight on March 31. That far exceeds our projection of 135,000 made last October. Of these Minnesotans, more than 47,000 enrolled in a QHP, more than 34,000 enrolled in MinnesotaCare and nearly 88,000 enrolled in Medical Assistance. In an [April 1 news release](#), MNsure's interim CEO, Scott Leitz recognized that navigators "went above and beyond to create enrollment events and meet with consumers face-to-face to make enrolling easier."

Announcements

MNsure website scheduled maintenance:

Application and account services will be unavailable during the following extended maintenance windows:

- From 11:00 pm, Thursday, April 3, until 7:00 am on Friday, April 4.
- From 9:00 pm, Saturday, April 5, until 6:00 am on Sunday, April 6.

Important information on enrollment procedures now that open enrollment has closed:

Yesterday, we shared two very important documents with navigators:

- [FAQ: Enrolling in Health Insurance Coverage through MNsure after Open Enrollment](#) outlines the current procedures for helping people to enroll in public programs or QHPs. This document has been updated from yesterday's version.
- The [Special Enrollment Period guide](#) explains what life events can trigger a special enrollment period.

Please be sure all of your navigator colleagues are aware of these documents.

IMPORTANT UPDATE: We have special instructions for navigators if you worked with a client prior to March 31, but were unable to complete an application, and you have scheduled an appointment to help that individual complete enrollment. At this time, we are asking consumers who attempted to enroll prior to the deadline to wait until MNsure contacts them. However, if you are concerned that your client may give up on enrolling in coverage if you cannot assist them immediately, please complete a paper application but **DO NOT SUBMIT** the application at this time. We are developing a cover letter to include with these applications to make sure they are properly processed.

Remember to complete the survey on the Request for Proposals (RFP) for Outreach and Infrastructure Grants: We are developing the RFP for the next round of Outreach and Enrollment Grants and would greatly appreciate your feedback on how we can improve the process this year. Please take a few minutes to participate in our [online survey](#). The survey closes on Monday, April 7.

Regional navigator calls: We have been holding semimonthly regional navigator calls to give us an opportunity to share information and let you ask questions. In the past, the call schedule has only been shared with the primary contact at each navigator organization. We will begin to share the schedule with the entire navigator list, but please be aware that we are only able to accommodate the first 150 callers. Please try to use one phone line per organization and only call into one region. The next call is scheduled for Wednesday, April 9:

- Twin Cities Metro: 12:30 to 1:00 p.m.
- Northern Minnesota: 1:15 to 1:45 p.m.
- Southern Minnesota: 2:00 to 2:30 p.m.

Toll-free dial-in number (U.S. and Canada): (888) 742-5095

Conference code: 6278187032

News & Updates

Submitting evidence of a “good faith” effort to enroll:

We have been hearing from many navigators who want to submit evidence that a consumer made a good faith effort to work with them to enroll in through MNsure prior to midnight on March 31. We greatly appreciate your commitment to helping your clients in a timely way. However, please wait while we create a consistent process for submitting that evidence. A little patience will enable us to process this information far more efficiently.

Filing for an exemption from the individual mandate:

MNsure’s website has been updated to [link to the application](#) consumers must complete to qualify for an exemption from the individual mandate.

Only fully certified navigators 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. Please keep in mind, even if the background study was submitted and training is completed, an individual is not certified until officially certified by MNsure.

Manual account creation requests:

Manual account requests are denied if all documentation is not received with the request. The consumer will be sent a denial letter and will need to re-submit a request that includes all documentation. To help ensure that the request is not denied, please review the [Manual Account Request Tips sheet](#).

Medical Assistance eligibility for pregnant women who are undocumented noncitizens:

Pregnant women who are undocumented noncitizens may be eligible for CHIP-funded MA (NM/PC) for the duration of the pregnancy and the 60-day postpartum period. MNsure accurately determines eligibility for CHIP-funded MA. These pregnant women can apply online for coverage, or using the paper MNsure application. CHIP-funded MA provides all MA covered services, including prenatal care, labor and delivery, and postpartum care.

Pregnant women who are undocumented noncitizens who qualify for CHIP-funded MA are not required to provide Social Security Numbers. Answer questions as they apply to the consumer.

For example, if the woman does not have a Social Security Number (SSN), and can't apply for one because she is not eligible, answer the questions as follows:

Do you have a Social Security Number? Select "NO."

Have you applied for a Social Security Number? Select "NO."

Reason why you have not applied for a Social Security Number? Select "Not eligible for SSN."
(Do not select "other" as this will result in ineligibility.)

MinnesotaCare premium billing:

DHS began sending premium invoices to clients eligible for MinnesotaCare. DHS has identified errors in some of the invoices sent to date. To assure clients are not adversely impacted by these errors, clients eligible for MinnesotaCare coverage in May will have coverage regardless of whether premium payments are received by the due date indicated on the invoice.

Clients who think their premium invoice may be incorrect can contact the MinnesotaCare Operations unit at DHS (651-297-3862 or 800-657-3672).

Reminders

Accessing health care while waiting for Medical Assistance or MinnesotaCare coverage:

There is a process in place for providers to verify an individuals' eligibility for Medical Assistance and MinnesotaCare, even if that consumer has not received proof of insurance. For additional information about the process, please review [New Member Information](#).

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 event 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.

Consumer mailing address:

Enter the consumer's mailing address on the application. Do not list the navigator organization's address as the consumer's mailing address. Communications must be sent to the consumer and the consumer can share them with the navigator as needed.

Assister Resource Center reminders:

- The ARC cannot reset consumer account passwords. Please have the consumer contact the MNSure Contact Center (1-855-366-7873) for this.
- Please do not email or fax verifications to the ARC. These need to be sent or faxed to the processing agency.
- In order to provide timely service to certified navigators, we ask that you not share the ARC's phone number or email address with consumers or non-certified individuals at your agency.

Did You Know?

Did you know we're adding a new feature?

“Did you know” is a new feature that will premier next week, highlighting useful facts for navigators on a particular topic – like tips and tricks for submitting applications, or common questions around enrolling immigrants. If you have any helpful facts you’d like to share with other navigators, please send them navigators@mnsure.org with the subject line “Did you know?” Thank you!

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](#)