



Anonymous Complaints Telephone Line Frequently Asked Questions

Navigators, Certified Application Counselors, and Brokers

What is an anonymous complaints telephone line?

This is a telephone number MNSure staff, the public, Consumer Assistance Partners, and vendors can call to anonymously report suspected fraud, waste, and abuse at MNSure.

Why does MNSure need an anonymous complaints telephone line?

Our Consumer Assistance Partners are critical allies in MNSure's fight against fraud, waste, and abuse. The anonymous telephone line provides navigators, Certified Application Counselors (CACs) and brokers with an additional reporting tool. This is especially so in situations where the individual or organization wishes to maintain their anonymity.

How does the anonymous complaints telephone line work?

Calls to 1-844-466-7873 are taken by a vendor who removes identifying information about the caller and sends the reports to MNSure for resolution. When MNSure receives the reports, it investigates them.

Is the anonymous complaints telephone line available to the public?

Yes, the anonymous complaints line is open to staff, the public, Consumer Assistance Partners, and vendors. The anonymous complaints line is published on the MNSure website under 'Get Help' then 'Protect Against Fraud' and then also under 'Fraud Reporting.'

Are there other ways an assister or member of the public can file a complaint about fraud, waste, or abuse?

Yes. Navigators, CACs, brokers, and members of the public can email reports of fraud, waste, or abuse to mnsurecompliancehotline@mnsure.org or they call the Contact Center and file a report or send a letter to the Compliance and Program Integrity Manager c/o MNSure, 81 East 7th Street, St. Paul, MN 55101. The most anonymous way to file a report is to call the anonymous complaints telephone line at 1-844-466-7873

Does the vendor taking the anonymous reports have access to the MNsure IT system?

No. The anonymous telephone line vendor does not have access to the MNsure IT system. At the beginning of each call, the vendor will inform the caller that all questions about the status of an application must be directed to the MNsure Contact Center. The vendor will have available the Contact Center number to provide to callers who have questions about pending applications or MNsure IT system technical issues.