



## April 24, 2014

We are pleased to announce that as of Monday, more than 200,000 Minnesotans have enrolled in health insurance coverage through MNSure. We want to thank navigators for your hard work in helping us achieve this milestone!

### Announcements

**2014 Outreach and Enrollment grants announcement.** In advance of issuing the RFP for the 2014 Outreach and Enrollment grants for the navigator program, we are releasing a [draft policy statement and program summary](#). This document is a high-level statement that informs the public about how we are planning to focus \$4 million in grant funding for the 2014 Open Enrollment period. Feedback is welcome as we work to finalize the document for approval at the April 30 MNSure Board meeting. To share your thoughts:

- Send an email to [navigators@mnsure.org](mailto:navigators@mnsure.org) with the subject line “Outreach and enrollment grants.”
- Participate in a conference call next Monday, April 28, from 12:00 to 1:00 p.m. (Toll-free dial-in number: (888) 742-5095, conference code: 7055861528). We are only able to accommodate the first 150 callers, so please try to use one phone line per organization.

These are intended as opportunities to receive your input. Our ability to answer questions or provide additional information is limited because we are in the development phase of the grant. Even if we are unable to respond, all feedback will be taken into consideration as we finalize the statement and RFP.

**New Assister Resource Center (ARC) hours:** The ARC is changing its hours to allow additional time for staff training. The new hours are:

- Monday/Wednesday/Friday – 8:00 a.m. to 4:30 p.m.
- Tuesday/Thursday – 9:00 a.m. to 4:30 p.m.

**Next series of regional navigator calls.** The next series of regional navigator calls are scheduled for Wednesday, May 7. Please be aware that we are only able to accommodate the first 150 callers for each call. Please try to use one phone line per organization and only call into one region. Call schedule:

- 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

**New application for certain populations.** Minnesota Health Care Programs Application for Certain Populations (DHS-3876), a new application, was announced in DHS Bulletin #14-21-02. This is for applicants whose eligibility cannot be determined through MNsure. The application should be used by applicants who meet at least one of the criteria listed below.

### All applicants in the household are:

- Age 65 or older
- Requesting help only with Medicare costs
- Children in foster care
- Age 21 years or older with no dependents and have Medicare coverage
- Receiving Supplemental Security Income (SSI)
- Applying for Medical Assistance for Employed Person with Disabilities (MA-EPD)

This application replaces the obsolete HCAPP (DHS-3417) and should be submitted to the consumer's county or tribal agency. Two corrections have been identified, and are updated in the online version. If you used a pre-printed paper version, please note the corrections and adjust accordingly.

Question 4: The instruction to complete additional information should be attached to the "No" response rather than to the "Yes" response.

Question 15: The question should read, "Do you have Medicare or health insurance this month or does anyone expect to have Medicare or health insurance next month?"

Follow the procedures on page 30 of the [Navigator/CAC Manual](#) to associate yourself with a DHS-3876 application for payment.

**Clarifications on reporting coverage.** Consumers must report access to available coverage on the application, regardless of whether they think the coverage is cost-prohibitive. Based on the responses to application questions, the system will determine whether that coverage is minimal essential coverage (MEC) for the purposes of MinnesotaCare and APTC eligibility.

Consumers must report current coverage, even if it is ending. The application does provide an opportunity for consumers to indicate the coverage will end in the next two months and the end date. These questions are asked for both employer-sponsored and individual coverage. See the [Current Application Questions document](#) for application screen shots.

**Faxing and mailing applications.** Please choose to either fax or mail in paper applications. Duplicate cases may be created if a paper application is both faxed and mailed, which may result in service-related issues.

**Processing paper applications.** To date, we have received more than 38,000 paper applications! Currently, there are still approximately 6,000 applications that have not been processed, including 1,600 that were submitted prior to April 1. There are also nearly 4,000 applications that we have processed but are incomplete. We will be engaged in an intensive effort to resolve these incomplete applications in the next several weeks.

**Navigator certification.** We are moving forward with certifying navigators who have submitted their background check and completed their online training. After processing these cases, our next step will be to work with navigators just beginning the certification process. We will notify you when we are able to resume working on navigator contracts, including contract changes.

## Resources

**Twin Cities navigator networking event this Friday:** The Minneapolis Urban League is hosting a MNSure Navigator Networking event on Friday, April 25, from 4:00 to 6:00 p.m. at Pat's Tap (3510 Nicollet, Minneapolis). To RSVP, please contact Angela Williams with the Minneapolis Urban League at 612-302-3145.

**Conference for Community Health Workers and Navigators on June 5:** The Minnesota CHW Alliance 2014 Statewide Conference, [Partnering for Health Equity: Progress, Practice and Policy](#), provides navigators with an opportunity to build knowledge, capacity and momentum to work together to achieve healthier communities for all. Community health workers and navigators will share lessons and best practices to help achieve healthy equity and improve health access. For more information, or to register, visit the [Minnesota Public Health Association website](#). Early bird registration ends May 5.

## Reminders

**Assisting people over the phone:** When you assist consumers over the phone, the consumer must be the person logged into the account and entering the application. The navigator cannot log into an account to apply with the person on the phone. Best practice is to complete the application while together in-person.

## Contacting the ARC.

- When calling the ARC, please give your name and navigator/CAC ID number before discussing case information. ARC staff are required to verify your certification before they can discuss a case with you.
- When leaving a voicemail, please speak slowly and provide your name, navigator/CAC ID number, your phone number and the purpose of your call.

## Did You Know?

**Medical Assistance and MinnesotaCare coverage start dates:** Consumers eligible for Medical Assistance and MinnesotaCare may enroll at any time of the year. But did you know when their coverage will take effect?

- Once eligibility is determined, Medical Assistance coverage starts the first day of the month that a client submitted their application online or we received their application.
- Medical Assistance coverage can be requested for the three months prior to the month a client submits their application online or we get their application.
- MinnesotaCare coverage is effective the first day of the month after eligibility is approved and a client pays their first premium, if they have one. However, due to billing issues, those currently newly enrolling in MinnesotaCare can expect their coverage to take effect the first day of the month after eligibility is approved, even if they have not paid their first premium.

Remember, if you have any helpful facts you'd like to share with other navigators, please send them [navigators@mnsure.org](mailto:navigators@mnsure.org) with the subject line "Did you know?"

## Further Info/Help

If you need answers and/or help:

- email the Assister Resource Center: [navigators@mnsure.org](mailto:navigators@mnsure.org)
- call 1-855-3MNSURE (1-855-366-7873), press 1-8-1 or 651-539-2098
- check the [Navigator Resource Page](#)