



May 9, 2014

Announcements

Webinar on 2014 Outreach and Enrollment grants. On Monday, MNSure released a [Request for Proposal](#) for the 2014 Outreach and Enrollment grant program. We will be holding a webinar for potential applicants on Monday, May 12 from 10:00 to 11:00 am. The webinar, presented by MNSure and hosted by the Minnesota Council of Nonprofits, will provide a brief overview of the grant program and application process. The webinar will not be recorded, but responses will be written up and posted on the MNSure website. Please [register](#) in advance for the webinar and review the [instructions](#) for how to participate.

The Assister Resource Center will be closed on Tuesday, May 13. The closure will allow ARC staff to participate in clean-up efforts specifically targeted at facilitating eligibility determinations for the cases you have reported to us. ARC staff will contact you if a case is resolved due to this clean-up effort.

News & Updates

Next series of regional navigator calls. The next series of regional navigator calls are scheduled for Wednesday, May 21. Call schedule:

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

Toll-free dial-in number (U.S. and Canada): (888) 742-5095
Conference code: 6278187032

Clarification on incomplete paper application process. On Monday we informed navigators of an effort underway to collect information from consumers with incomplete paper applications submitted on or before March 31. Incomplete applications are those that do not have enough information to enter them into the eligibility system. We would like to clarify that these consumers have been previously contacted to supply missing information and failed to respond within the allowed period of time.

As a final effort to gather the required information, these consumers will be contacted by phone and will be asked to return the information needed to complete the application within three business days. Translation services will be provided if requested. If the information is not returned in a timely fashion, the application will be denied. The consumer will need to reapply for coverage.

Navigators and CACs may be contacted if listed on Appendix C of the paper application and the consumer cannot be reached. If possible, please contact the consumer and request that they return the needed information immediately. Information should be faxed to 651-431-7750. If

consumers have questions after receiving a call, they can call 1-800-657-3672 and select Option 1.

Update on life changes. We know there are a growing number of consumers who have reported life changes since their initial eligibility determination and who are waiting for their life changes to be processed. These reports may extend back to January. To date, we are not processing most life changes. We are currently drafting worker instructions for executing life changes and are testing and evaluating the system's ability to process these changes accurately and consistently. We will prioritize processing life changes that add coverage for an individual, such as births, marriage and others added to a household. Other categories of life changes that could change existing coverage will follow, such as address and income changes. At this time, please refrain from checking on the status of an already reported life change because ARC staff are unable to provide any information. This will enable staff to work on other priority projects, such as navigator quarterly payments. We will notify navigators as soon as we are able to move forward with processing life changes and it is appropriate to check on client status. Consumers should continue to report any new life changes.

Update on Medical Assistance. As you may be aware, eligibility for individuals who were enrolled in Medical Assistance (MA) prior to the MNsure launch still resides in the MAXIS system. These individuals were determined eligible for MA under the pre-2014 income and asset guidelines. We had originally anticipated converting these individuals into the MNsure system this Spring. However, due to system challenges, this conversion has been postponed.

What does this mean for consumers still enrolled in MA through MAXIS? These enrollees will not be terminated from MA coverage due to changes in income prior to their conversion to MNsure. When they are converted, their eligibility will be redetermined under the new MAGI methodology. However, enrollees may become ineligible for other reasons, such as becoming incarcerated, moving out of state, not cooperating with providing third party liability information, or death.

Enrollees may have a renewal due prior to conversion.

- If they return their renewal, they will continue to be covered through their managed care plan if they aren't otherwise excluded from managed care (change in income is not a reason for exclusion at this time).
- If they fail to return their renewal, they will continue to be covered by MA, but they will be disenrolled from their managed care plan and will have fee-for-service (FFS) coverage.

MNsure summer outreach strategies. MNsure is gearing up for a busy summer organizing and participating in local community events across the state. We will be collaborating with a variety of local partners in an effort to connect Minnesotans, specifically those who qualify for a public health care program or a special enrollment period, with health insurance enrollment opportunities. As a navigator partner, we would be delighted to collaborate with you in a variety of different capacities, including helping to staff and promote events, enroll Minnesotans, coordinate local MNsure awareness campaigns or co-table at an event. Please contact your local [Outreach Liaison](#) for more information on how to partner with MNsure this summer. And remember to [let us know](#) about your planned events!

Case status requests. The ARC is receiving a high volume of case status requests. To help to respond to your requests timely we ask that you keep the following in mind:

- Do not call with a status request or submit a request form if life changes have been reported. As explained above, we are unable to process life events at this time, so we are unable to provide any updates.
- ARC staff are only allowed to respond to three requests per phone call to reduce call wait times for others.

- Please do not leave a voicemail with a case status request. Please call back or submit a [Case Status Request Form](#).
- Limit requests on the [Case Status Request Form](#) to 20 individuals.
- Use secure email to send a [Case Status Request Form](#). Please do not put a person's name in the subject line as this portion of the email is not secure.

Resources

New special enrollment period resources. We have two new resources available for navigators and consumers on special enrollment periods. The updated Special Enrollment Period Guide ([see attached Special Enrollment Period guide](#)) now includes additional information on when coverage takes effect. We have also created a [Special Enrollment flier](#) that provides a brief overview of qualifying life events that can be shared with consumers. This flier is available through MNSure's [Outreach Materials Order Site](#). One person per organization was provided log-in information to order materials through this site. That individual is likely the person listed as the primary contact on your navigator contract. Please connect with this person to order materials. Please do not request additional log-ins for your organization.

Reminders

Assister Resource Center phone numbers. There are two options for reaching the ARC:

- 1-855-366-7873. You must enter 1-8-1 before the menu prompts begin.
- 651-539-2098

Reporting fraud. If you think someone is taking part in any form of fraud, abuse or ethical violation, we want to know. You can anonymously report this information by sending a message to mnsurecompliancehotline@mnsure.org. Visit our [website](#) for more information.

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 health equity and improve health access. For more information, or to register, visit the [Minnesota Public Health Association website](#).

Did you know?

Checking on a consumer's status. There are several possible paths for checking on a consumer's application status. Did you know...

- A consumer can check on the status of their QHP application by contacting the MNSure Contact Center (1-855-366-7873).
- A consumer who is eligible for or pending a determination for, Medical Assistance (MA) or MinnesotaCare may call the [Minnesota Health Care Programs \(MHCP\) Member Help Desk](#) if they have questions about the status of their eligibility.
- MNSure Contact Center and MHCP Member Help Desk staff can help a certified navigator or certified application counselor (CAC) with a client case, but only if they are officially associated with the case. If you are not associated with the case, the client will need to be present.

- Assister Resource Center (ARC) staff can help any certified navigator or certified application counselor (CAC) with any consumer application, even if they are not associated with the case and/or the client is not present.

Further Info/Help

If you need answers and/or help:

- email the Assister Resource 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](#)