



June 6, 2014

Announcements

MNSure enrollment numbers reach 230,000! Even though the 2014 Open Enrollment period is closed, our consumer assistance partners continue to help Minnesotans sign up for health insurance. Thanks to our navigators, more than 780 outreach and enrollment opportunities took place across Minnesota in May, and [more than 900](#) are already scheduled for June! “The hustle and bustle of open enrollment is behind us, but that doesn’t mean we’re slowing down our enrollment efforts,” said MNSure CEO Scott Leitz in a recent [press release](#). “With Medical Assistance and MinnesotaCare enrollment open year-round, we are seeing an average of 1,100 new enrollees every day. Those are the same numbers we were seeing during open enrollment.”

MNSure Contact Center and on-line enrollment unavailable next weekend. Please be aware that on-line enrollment and the MNSure Contact Center will not be available from 9:00 pm on Friday, June 13 until 6:00 am on Monday, June 16. As an alternative, navigators can use the [Kaiser Family Foundation Subsidy Calculator](#) to screen consumers for eligibility and schedule future appointments.

The Assister Resource Center (ARC) will be closed on Tuesday, June 10. The closure will allow ARC staff to participate in training and complete clean-up efforts. ARC staff will contact you if a case is resolved due to this clean-up effort. If you have an immediate need on this day, please send an email to navigators@mnsure.org.

News

Upcoming improvements for directory and roster changes. We are currently developing an on-line process to handle directory and roster update requests. Once this new process is rolled out, each organization will be assigned a self-service account and be asked to identify their account administrator(s). Account administrators will be able to log in to their organization’s account to make directory and roster updates, a dramatic improvement from the manual process we currently use. Guidance and support for account administrators will be made available prior to the roll-out of this new process. Look for more information soon!

Next series of regional navigator calls. The next series of regional navigator calls are scheduled for Thursday, June 19 (please note the change from Wednesday to Thursday to accommodate a MNSure board meeting). 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: (888) 742-5095

Conference code: 6278187032

May statistics for the Assister Resource Center (ARC). ARC team members handled 3,312 phone calls in May 2014 and responded to 775 emails. As of May 30, there are 1,314 certified navigators and CACs in Minnesota.

Medical Assistance for Adults Without Children and MinnesotaCare enrollees entitled to Medicare. People who are entitled to or enrolled in Medicare are not eligible for MA for Adults without Children or MinnesotaCare. Health Care Eligibility Operations, formerly MinnesotaCare Operations, is currently working to close MA for Adults without Children and MinnesotaCare for consumers who are entitled to Medicare. They will be sent this [closing notice](#) and [memo](#) explaining their next steps if they wish to apply for MA for people who are age 65 and older, are blind or who have disabilities, or for Medicare Savings Programs.

Job opportunity at MNsure. MNsure is currently seeking applications for Chief Operating Officer. This vacancy is open to all qualified candidates with strong analytical, project management and problem solving skills. The COO is responsible for establishing operational policies and priorities, including commercial and public program operations, measurement and reporting, and customer service. Please share this [posting](#) with anyone who might be interested and qualified.

Resources

Error corrected in Health Care Coverage Opportunities for American Indians. Last week we shared a new resource, [Minnesota Health Care Coverage Opportunities for American Indians](#), which provides information about special eligibility and benefit rules that apply to American Indians. The document incorrectly stated that American Indians enrolled in MinnesotaCare are not required to pay cost-sharing. The document has been corrected to state that American Indians are not required to pay MinnesotaCare premiums, but are required to pay non-premium cost-sharing. We apologize for the confusion.

Updates

Beginning this week, we are separating out “updates” to be its own section where we will provide the most current status of frequently asked questions.

- **Navigator payments.** Final steps for calculating the 2014 First Quarter payments are underway. A payment statement will be sent to your organization’s primary contact next week when payments are issued.
- **New navigator certification process.** The ARC is currently reviewing submitted rosters that identify new navigator/CAC staff. Training information will be sent out to those people soon, probably by early next week. If you have not already done so, please have the new staff person sign and submit a [Background Study Consent Form](#), which is found under “forms” on the [Navigator/CAC resource page](#). Scan and email the form to navigators@mnsure.org.

- **Processing life changes and special enrollment periods.** We have begun to process life changes reported during open enrollment (10/1/13 through 3/31/14) related to adding members to existing households. MNSure is also calling consumers to gather needed information from individuals who applied after 3/31 to verify that they qualify for coverage. Our first priority continues to be to add individuals that do not have coverage (such as babies and other new members of a household).
- **Paper applications.** We have processed all paper applications we have received prior to 5/19 and determined these applications to be complete, incomplete or pending. We are currently processing applications received within the last two weeks. We continue to receive approximately 150 to 200 new paper applications per day.
- **New navigator contracts.** We are developing a streamlined process for contracts and amendments, which we anticipate implementing soon. Along with the new process, we are hiring a contracts coordinator to manage our partner agreements. Once these two things are in place, not only will on-hold contracts be processed, but we'll also be starting amendments for all current contracts. Ahead of next open enrollment period, we'll be extending all contracts through June 30, 2014.
- **Retroactive Medical Assistance (MA) and eligibility start dates.** A workgroup is actively identifying a resolution to this issue. Look for more information on the roll-out of this process soon.
- **Navigator self-service changes.** As we announced above, we are developing an on-line process for navigator organizations to submit directory and roster updates. We will share a timeline for launch soon.

Upcoming Events

MNSure Board of Directors meeting. The next meeting of the [MNSure Board of Directors](#) is June 18, 1:00 – 4:00 pm, at MNSure's offices on 81 East 7th Street, St Paul. The meeting is open to the public and will also be broadcast via live-streaming video.

MNSure Consumer and Small Employer Advisory Committee. The MNSure Board of Directors set up the [Consumer and Small Employer Advisory Committee](#) to provide guidance, advice and recommendations to the Board as it carries out its mission. Meetings are open to the public. The next meeting of the advisory group is June 24, 1:00 – 3:30 pm, at MNSure's office on 81 East 7th Street, St. Paul.

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) and press 1-8-1 immediately after the call is connected to bypass the options menu and reach the Assister Resource Center, or call the ARC directly at 651-539-2098
- check the [Navigator/CAC Resource Page](#)