



June 17, 2014 (Updated June 19)

Special Announcement

Transitioning MinnesotaCare enrollees to MNSure

As we announced in last Thursday's navigator communication, we expect to begin the process of transitioning MinnesotaCare enrollees who are currently enrolled through MMIS into MNSure. This process will begin on June 18 or soon after. The first step of this process will impact approximately 14,000 MinnesotaCare adults without children. These consumers will receive a "Referral to MNSure" letter. The letter gives them instructions for renewing their health care coverage through MNSure. They will get another letter on or about July 1 notifying them that their coverage will end in 30 days if they do not apply through MNSure. These consumers must apply either online through MNSure or with a paper application. Navigators will be eligible for per-enrollee payments if they assist any of these individuals with a successful enrollment.

This is the first group of the MMIS conversion plan to transition MinnesotaCare and Interim Medical Assistance (IMA) populations from MMIS to the new eligibility system before the end of 2014. The next conversion group planned to transition includes approximately 14,000 MinnesotaCare parents and their associated MA children (both IMA and MAXIS) to MNSure.

We will announce the steps to transition the other MinnesotaCare and IMA populations over the next few months. This conversion process will NOT include the approximately 825,000 members who are still enrolled in Medical Assistance through MAXIS (with the exception of the children related to MinnesotaCare or IMA parents).

How will consumers know they need to enroll in MNSure or when to enroll in MNSure?

Consumers will receive a "Referral to MNSure" letter with instructions for renewing their health care coverage through MNSure. They will get another letter on or about July 1 to notify them that their coverage will end in 30 days if they do not apply through MNSure. We will send [Tips for Completing the Application](#) with the Referral Letter.

Do they have to apply through MNSure? These consumers must apply either online through MNSure or with a paper application. Their eligibility for coverage will be determined based on their current circumstances.

If they use a paper application, write the person's legacy MinnesotaCare case number and "July Renewal" on the upper right corner of Page One of the paper application. The case number can be found on the "Referral to MNSure letter." Health Care Eligibility Operations (HCEO also

known as MinnesotaCare) needs this information to identify these applications when they are returned.

Do they need a MNsure account? For most of these consumers, DHS will create a MNsure account and include a user name and password in the Referral to MNsure letter.

- If a consumer has lost or misplaced their referral letter and needs their user name and password sent to them again, advise them to contact HCEO at 651-297-3862 or 1-800-657-3672. The DHS created accounts will require the consumer to change the password the first time they log-in.
- Some of the consumers have already established an account in MNsure. In these cases, DHS did not create a new account and did not include a user name or password in the referral letter to the consumer. If these consumers need help with accounts they set up themselves, direct them to the MNsure Contact Center at 1-855-366-7873.
- If a consumer has other problems creating or logging into their MNsure account (either consumer created or DHS created), or needs their password reset, advise them to contact the MNsure Contact Center at 1-855-366-7873. MNsure cannot help a consumer with a DHS created account until the consumer has accessed their account at least once and changed the password.

What if the consumer already has a MNsure account? If an individual has already created a MNsure account, they should use that user name and password instead of the one in the letter they get. If these consumers need help with accounts they set up themselves, direct them to the MNsure Contact Center at 1-855-366-7873.

Where should consumers direct their questions?

- If a consumer has problems creating or logging into their MNsure account, advise them to contact the MNsure Contact Center at 1-855-366-7873.
- For all other questions regarding this renewal process, refer consumers to HCEO at 651-297-3862 or 1-800-657-3672.