



June 20, 2014

Announcements

The Assister Resource Center (ARC) will be closed on Tuesday, June 24. 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 extended website outages. We anticipate announcing extended outages over the weekends of June 28-29 and July 12-13. These outages will enable us to make system fixes and improvements. When outage times are finalized, we will announce them on our website and in the Navigator Communication.

Update on transitioning MinnesotaCare enrollees to MNSure (and a correction). As we announced in a [special navigator communication](#) on Tuesday, we are beginning the process of moving MinnesotaCare adults without children who are currently enrolled through one of our legacy systems (MMIS) into MNSure.

These consumers will soon receive the [“Referral to MNSure” letter instructions](#) for renewing their health 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.

These consumers must apply online through MNSure or with a paper application.

We have a correction to the instructions on assisting a consumer with 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.

Remember:

- 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.

Seeking comments on a navigator program statement. We have developed a draft [Navigator Program Policy Statement](#) and are inviting public feedback. The purpose of the statement is to provide an overview of the navigator program and a timeline for the process we will be following to review and improve the program, including opportunities for stakeholder input. We anticipate that a final draft will be presented to the MNsure board for consideration at the July 16th meeting. Please provide any feedback on the policy statement to Christina Wessel, Director of Navigator Relations, at christina.wessel@state.mn.us by Monday, July 2.

Board approves navigator program evaluation. On Wednesday, the MNsure board approved a [third-party evaluation of the navigator program](#) to look at the effectiveness, impact and current design of the navigator program model on increasing enrollment through MNsure. We will be issuing a Request for Proposals (RFP) shortly. Navigators will be engaged in the evaluation process and the results will inform our on-going efforts to develop a stronger program.

Next series of regional navigator calls. The next series of regional navigator calls are scheduled for Wednesday, July 7. 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

Resources

CMS launches new “From Coverage to Care” website. The Centers for Medicare and Medicaid Services (CMS) has launched a [new website](#) with resources designed to help consumers understand their new health coverage and use their benefits. The website offers a downloadable booklet, “A Roadmap to Better Care and A Healthier You,” as well as videos. The materials are available in English and Spanish.

Reminders

MNsure Contact Center changing to summer hours Monday, June 23. The MNsure Contact Center will be closed on Saturday, June 21, and will reopen on Monday, June 23, with new summer hours: 8:00 am to 6:00 pm, Monday through Friday.

Updates

Here is the current status of frequently asked questions.

- **Navigator payments.** 2014 First Quarter payments have been issued, either by electronic transfer or by check. A payment statement will be sent out to your organization’s primary contact by today. Contact the ARC if your organization has not received payment or if you believe the payment information is incorrect.
- **New navigator certification process.** The ARC will be sending out training information for new navigators by early next week.

- **Paper applications.** We have processed all paper applications we have received prior to 6/11/14 and determined these applications to be complete, incomplete or pending. We are currently processing applications received within the last two weeks. If your clients have not heard anything within three weeks of submitting their application, they should contact Health Care Eligibility Operations (also known as MinnesotaCare) at 651-297-3862 or 800-657-3672.
- **Processing life changes.** We are continuing to process life changes reported during open enrollment (10/1/13 through 3/31/14) related to adding members to existing households. For consumers enrolled in a Qualified Health Plan, we are adding newborns and other household members that were reported after the initial application was submitted. For Medical Assistance and MinnesotaCare consumers, we are adding newborns and are finalizing procedures for adding other members of the household. Our first priority continues to be to add individuals that do not have coverage.
- **Special enrollment periods.** MNsure is continuing to call consumers to gather needed information from individuals who applied after 3/31 to verify that they qualify for coverage. For consumers enrolling through MNsure for the first time, we are following up to confirm their eligibility for a [special enrollment period](#) within 2-3 days of them completing an application.
- **Retroactive Medical Assistance (MA).** The current system is unable to determine eligibility for retroactive Medical Assistance (MA). Until this functionality can be added, an alternative process is being developed to enable county agencies to determine retroactive MA eligibility. These procedures are in the final stages of development and are expected to be released this month.
- **Incorrect eligibility start dates.** Eligibility cannot begin sooner than the month in which a paper application is entered into the system. This results in the incorrect eligibility start date for paper applications that are entered in a month following the month the application is received. We are currently determining the best way to identify and correct the start date for impacted applicants.
- **Eligibility notices.** We have not been able to generate notices intended to inform clients about their eligibility and enrollment status. We are in the final stages of testing and we anticipate that we will begin generating eligibility approval notices this month.
- **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 anticipate sharing more details next month.
- **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.

Upcoming Events

Health Insurance Basics for MNSure Navigators. The Minneapolis Urban League and UCare are sponsoring an informational session to talk about insurance basics, like the difference between copays, coinsurance and deductibles. The event is July 18, 3:00 – 5:00 pm, at UCare, 500 Stinson Boulevard Northeast, Minneapolis. An RSVP to 1-855-307-6975 is greatly appreciated.

MNSure Board of Directors meeting. The next meeting of the [MNSure Board of Directors](#) is July 16, 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.

MNSure Health Industry Advisory Committee. The MNSure Board of Directors set up the [Health Industry 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 July 24, 2:30 – 5:00 pm, at UCare, 500 Stinson Boulevard Northeast, Minneapolis.

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](#)