



July 10, 2014

Announcements

MNsure online services reduced hours this weekend. Please be aware that online application and account services will be unavailable during the following times this weekend:

- From Saturday, July 12 at 9:00 pm until Sunday, July 13 at 8:00 am.
- From Sunday, July 13 at 9:00 pm until Monday, July 14 at 6:00 am.

Online application and account services will be available during the day, so the interruption to any enrollment activities should be minimal.

News

Update on effort to resolve pending Medical Assistance cases. In a [special navigator communication](#) on Tuesday, we announced an effort to reach out to approximately 16,000 individuals with a current pending status for Medical Assistance. DHS is mailing the Health Care Notices to consumers beginning this week to request required verifications. In order to provide you with more information as you assist clients, review the [explanatory insert](#) that will be included with the Health Care Notice, as well as [talking points](#) shared with DHS help desks.

Update on transitioning MinnesotaCare enrollees to MNsure. We are continuing the process of transitioning MinnesotaCare enrollees to MNsure. Late next week, DHS will be mailing a closure notice to the adults without children that received a "Referral to MNsure" letter in June. These consumers must apply online through MNsure or with a paper application by July 31, 2014, or their case will be closed. Remember:

- If applying using 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" or "Closure Notice" letters.
- 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.
- Additional [Tips for Completing the Application](#) are available online. Please pay special attention to the first bulleted tip regarding current coverage. Transitioning MinnesotaCare enrollees should answer NO to the question about current coverage if their existing MinnesotaCare coverage is the only coverage they have.

MNsure paper application has been updated. The [MNsure Application for Health Coverage and Help Paying Costs](#) (DHS-6696) has been updated and is now available for use. The version dated 5-14 adds questions to better address an individual's potential eligibility for health care coverage and assist in determining the type of coverage for which an individual qualifies. Key updates and additions include:

- Marital status added for each household member to assist workers in determining relationship statuses.
- A "Due Date" field for pregnant women to indicate when their newborn is due.
- The immigration "Document ID Number" field renamed "Alien ID Number" to match the wording on an immigrant applicant's immigration documentation.
- Additional questions to assist in assessing an applicant's disability status.
- Significant updates to the "Current Job and Income Information" section to identify seasonal employment from other employment, and clarify income adjustments by displaying a list of allowable adjustments.
- Additional fields to "Your Family's Health Coverage" section for applicants to provide detailed information about their household's current health insurance coverage.
- A new "Family Changes" section to assist in accurately determining MinnesotaCare and Advanced Premium Tax Credit (APTC) eligibility.
- Expanded MA liens and estate claims language.

We are still in the process of translating the updated paper application into Spanish, Hmong, Russian, Vietnamese and Somali.

Correctly associating an assister with a case. There are two ways an assister can properly associate themselves with a case:

1. Include Appendix C with the signed paper application at the time of the submission. An Appendix C submitted separately from the application will not be accepted.
2. To associate yourself with a case after the application has been submitted, you must use a consumer-signed Navigator Case Tracking/Association Form (DHS-4790). The form can be found under "tools - forms" on the [Navigator/CAC Resource Page](#).

Navigator conference call switching from regional calls to a statewide call. Beginning next week, the regional navigator calls will be condensed into a single, hour long call. No concerns were raised about this change and we believe it will be more beneficial for navigators. The call schedule for the next few months is as follows:

- Thursday, July 17, 12:30-1:30 pm
- Wednesday, August 6, 12:30-1:30 pm
- Wednesday, August 20, 12:30-1:30 pm
- Wednesday, September 10, 12:30-1:30 pm
- Wednesday, September 24, 12:30-1:30 pm

Toll-free dial-in number: (888) 742-5095

Conference code: 6278187032

Reminders

Upcoming Assister Resource Center (ARC) closures. The ARC will be closed July 17 and 30 for staff to participate in training and complete clean-up efforts. If you have an immediate need on these days, please send an email to navigators@mnsure.org.

Join MNSure at the Minnesota State Fair! MNSure will once again have a booth at the Health Fair 11 Building from August 21 through September 1. We received a great response to last week's request for assistance, but are still looking for more navigators to join us to help pre-screen and enroll fair-goers! Please contact outreach@mnsure.org if your organization has navigators that would like to join us for a shift (10:00 am to 3:00 pm or 3:00 pm to 8:00 pm). Also, many of your organizations have a great deal of experience doing outreach and enrollment at large events. We would greatly value your input into how we can make this very public event a positive and successful experience for consumers.

Updates

Here is the current status of frequently asked questions.

- **Navigator payments.** ARC staff are currently working through payment issues that have been reported. We are also beginning to work on processing 2014 2nd quarter payments.
- **New navigator certification process.** New navigator staff that were reported from June 12 to July 9 are being loaded into the learning management system. These staff will receive an email with training information as soon as the loading process is complete. The ARC continues to certify staff who have successfully completed training and passed the background study on or near the first and fifteenth of each month.
- **Paper applications.** Due to the MinnesotaCare transition process, we are seeing an increase in the number of paper applications being submitted. However, we anticipate that we can still process applications within two weeks of submission. 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 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 working on procedures for other changes, including adding other members of the household. We will notify you once we have developed processes for making other life changes.
- **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. A reminder that July 15 is the deadline for the one-time Special Enrollment Period for consumers wishing to cancel COBRA coverage. Eligible consumers must and enroll and pay for coverage by that date. More information is available on the [MNSure website](#).

- **Retroactive Medical Assistance (MA).** The new eligibility system is unable to determine eligibility for retroactive Medical Assistance (MA). Manual procedures for processing retroactive MA eligibility in the legacy system (MAXIS) have been issued to counties. Please allow counties some time to implement these procedures before contacting them regarding retroactive coverage for specific consumers.
- **Incorrect eligibility start dates.** The new eligibility system cannot set out an eligibility start date that is earlier 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 not entered in the same month the application is received. For individuals that have requested retroactive Medical Assistance, we are able to add these start date gap months when we process their retroactive coverage request. For other impacted individuals, we are determining the best way to identify and correct the start date.
- **Eligibility notices.** We have not been able to generate notices intended to inform clients about their eligibility and enrollment status. We are currently testing notice functionality.
- **Navigator self-service changes.** We are developing an on-line process for navigator organizations to submit directory and roster updates. There was an unanticipated delay, but we plan to email primary contacts next week to gather necessary information to begin this service.
- **New navigator contracts.** We are developing a streamlined process for contracts and amendments, which we anticipate implementing soon. Along with the new process, we have hired a contracts coordinator to manage our partner agreements. We anticipate that these two elements will enable us to begin processing on-hold contracts and amendments for all current contracts soon. Ahead of next open enrollment period, we'll be extending all contracts into 2015.

Upcoming Events

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.

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 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](#)