



July 18, 2014

Announcements

MNSure online services upcoming reduced hours. Please be aware that online application and account services will be unavailable during the following times:

- From Friday, July 18 at 9:00 p.m. until Saturday, July 19 at 8:00 a.m.
- From Saturday, July 19 at 9:00 p.m. until Sunday, July 20 at 8:00 a.m.
- From Sunday, July 20 at 9:00 p.m. until Monday, July 21 at 6:00 a.m.

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. We are continuing our effort to reach out to approximately 16,000 individuals with a current pending status for Medical Assistance. Earlier this week, DHS mailed the original pending notice and an informational letter to all the consumers with instructions for how they could submit the required verifications. The [“Pending Notices Talking Points”](#) provides additional information to aid you in assisting clients.

Update on transitioning MinnesotaCare enrollees to MNSure. We are continuing the process of transitioning MinnesotaCare enrollees to MNSure. This 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. If assisting one of these consumers with a paper application, please be sure to 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.

Late next week, DHS will begin the process of transitioning the next group of MinnesotaCare enrollees by sending them a “Referral to MNSure” letter with instructions for renewing their health coverage through MNSure. These are parents, children and pregnant women enrolled in MinnesotaCare and their associated children enrolled in Medical Assistance (MA). This will impact approximately 14,000 MinnesotaCare adults and their 16,000 children aged 18 or younger who are enrolled in MA. We will provide additional instructions for how to assist this group of MinnesotaCare enrollees in next week’s Navigator Communication.

Guidance on Medicare and QHPs. When working with clients, please clarify whether they currently have Medicare coverage. Federal law prohibits the sale of QHP to an individual who is eligible for Medicare in most instances. However, a MNSure system defect incorrectly allows individuals who state on their application that they have Medicare to purchase a QHP. A fix is in

development and we will send out notification as soon as the defect has been corrected. Until then, if you know a consumer has Medicare coverage, they should not attempt to enroll in a QHP through MNsure.

There are a limited number of individuals that may be eligible to purchase a QHP even if they currently have Medicare coverage. If an individual who indicates they are or will soon become eligible for Medicare has a question about whether they are eligible to purchase QHP or about other coverage options, refer the individual to The Senior Linkage Line at 1-800-333-2433. The Senior Linkage Line is the state-designated Medicare professional and qualified to answer any questions about Medicare supplemental coverage options.

MNsure board approves navigator policy statement. On Wednesday, MNsure's board of directors approved the "[Roadmap for Designing a Navigator Program for the Future.](#)" This policy statement outlines MNsure's next steps for gathering input, developing recommendations and implementing changes to create a stronger navigator program.

Upcoming statewide Navigator/CAC conference calls.

The conference call schedule for the next few months is as follows:

- 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 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.

Did you know?

Submitting paper applications. Consumers have submitted nearly 56,000 paper applications for health insurance coverage. The vast majority of these applications should be submitted to MNsure Operations for processing, but some applications should be submitted directly to the county/tribal agency. Did you know...

In most cases, the MNsure Application for Health Coverage and Help Paying Costs (DHS-6696) should be submitted to:

MNsure Operations
PO Box 64252
St. Paul, MN 55164-0252

However, there are some circumstances when a paper application should be submitted directly to the county or tribal agency:

- The Minnesota Health Care Programs Application for Certain Populations (DHS-3876) should always be submitted to the county/tribal agency. See [Bulletin #14-21-02](#) for information about who should use the DHS-3876.
- Applications for Emergency Medical Assistance (using either DHS-6696 or DHS-3876) should always be submitted to the county/tribal agency.
- Applications for individuals exiting a correctional facility (using either DHS-6696 or DHS-3876) should always be submitted to the county where the individual lived prior to entering the correctional facility. These applications should also include an Individual Discharge Information Sheet (DHS-3343).

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 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 continue to process applications within two weeks of submission. We are currently processing applications received on or before July 8th. 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 have finalized procedures for adding newborns and making some income changes. Procedures for other life changes are in various stages of development. We will continue to 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 online 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 online application.
- **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. Timelines for processing retroactive coverage may vary by county. Please have consumer's contact their county of residence with questions.
- **Eligibility notices.** We have not been able to generate notices intended to inform clients about their eligibility and enrollment status. We are currently in the final stages of testing notice functionality.
- **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 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 July 22, 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.

MNsure Board of Directors. The next meeting of the [MNsure Board of Directors](#) is August 13, 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.

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](#)