



July 25, 2014

## Announcements

**MNsure online services upcoming reduced hours.** Please be aware that online application and account services will be unavailable from 7:00 p.m. on Saturday, July 26 until 6:00 a.m. on Monday, July 28. We apologize for the inconvenience of not having these services available on Sunday. As an alternative, navigators can use the [Kaiser Family Foundation Subsidy Calculator](#) to screen consumers for eligibility and schedule future appointments.

## News

**Steps for enrolling in a Qualified Health Plan outside of Open Enrollment.** Consumers who want to enroll in a Qualified Health Plan outside of Open Enrollment must have a qualifying life event that makes them eligible for a [Special Enrollment Period](#) (SEP). Below is the process consumers should follow:

1. Consumer begins by creating an online account with MNsure, completing the online application, receiving an eligibility determination and selecting a plan. Consumers are advised to complete the application online. While the MNsure Contact Center can assist with manual enrollment if necessary, it increases the chances of system errors with the application.
2. If the consumer is determined eligible for a QHP, they should call the MNsure Contact Center, where a representative will complete a SEP questionnaire to confirm that they are eligible for a SEP. If enrollment has not been completed prior to calling the Contact Center, the representative will advise the consumer to complete online enrollment. If a consumer is not able to complete online enrollment, a representative will assist them with manual enrollment.
3. If the consumer is confirmed eligible for a SEP, the representative will explain to the consumer that the carrier may request SEP verifications. The representative will provide the consumer with contact information for the carrier in case follow-up is needed.

**Update on effort to resolve pending Medical Assistance cases.** Last week, DHS mailed the original pending notice and an informational letter to the approximately 16,000 consumers with a current pending status for Medical Assistance with instructions for how they could submit the required verifications.

Consumers may be confused by the date on the pending notice, since it reflects the date the notice was originally scheduled to be sent. Consumers are being given extra time to send the needed verifications. They need to send the verifications by the due date on the pending notice,

or by August 15, 2014, whichever is later. If consumers believe they have already submitted the required verifications, but have not received confirmation of coverage, they should contact their county to see if additional information is needed.

If a consumer receives a pending notice that does not list what information is needed, they should contact their county or the DHS Member Help Desk at 651-431-2670 or 800-657-3739. Remember that counties and the Member Help Desk cannot share information with a navigator or CAC unless they are associated with the consumer's case. If you are not associated with the case, the consumer will need to be present or make the call themselves.

**A message from the OLA: Navigator survey coming soon.** The Minnesota Office of the Legislative Auditor (OLA) is conducting an evaluation of MNSure, and it wants to hear from MNSure-certified navigators. OLA does independent, nonpartisan research for the Minnesota Legislature. As part of OLA's MNSure evaluation, it will soon conduct a brief online survey of MNSure navigators.

OLA is selecting a random sample of certified navigators from around the state, so not all navigators will be invited to participate. For those navigators who receive a request via e-mail to respond to the survey, your participation is critical. The responses you provide will help inform the Legislature and others.

OLA's report to the Legislature—which will be released in early 2015—will include summaries of navigator survey responses. However, please be aware that the identity of respondents will NOT be disclosed to MNSure or the public.

Your responses will receive serious attention, and they will help inform future discussions about MNSure. The OLA thanks you for your participation!

**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

**Stakeholder Groups begin.** Earlier this week, we held the first meeting of our Stakeholder Groups for Navigators, Certified Application Counselors and Brokers/Agents. As laid out in the [Navigator Program Policy Statement](#), the purpose of these Stakeholder Groups is to provide directed feedback to MNSure staff on issues critical to program development. MNSure invited members that could provide a diversity of perspectives from the navigator community. Although these meetings are not open to the public, we will share minutes with our external partners and welcome your input.

## 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](mailto:navigators@mnsure.org).

## 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 2<sup>nd</sup> 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.
- **Navigator recertification.** Current navigators will be required to be recertified prior to Open Enrollment. Recertification will consist of updated privacy and security training. We are working on completely revising the training and certification for 2015.
- **Navigator self-service changes.** We have previously announced that we are developing an on-line process for navigator organizations to submit directory and roster updates. We apologize for the delay in launching this process. However, we do anticipate that we will be emailing primary contacts next week to gather necessary information to begin this service.
- **Paper applications.** Due to the MinnesotaCare transition process, we are seeing an increase in the number of paper applications being submitted. We are currently processing applications received on or before July 9<sup>th</sup>. 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.** For consumers enrolled in a Qualified Health Plan, we are adding newborns and other household members, as well as working on address and income changes. MNSure has brought on a vendor to make outbound calls to consumers to collect the information necessary to process these changes. For Medical Assistance and MinnesotaCare consumers, we have finalized procedures for adding newborns and correcting errors in name, address, phone and gender information. 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.** Please refer to the instructions outlined in today's "News" section for the steps consumers should be taking to enroll in a QHP.
- **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

**Special meeting of the MNSure Board of Directors.** The [MNSure Board of Directors](#) will hold a special meeting on Wednesday, July 30. The meeting will take place in the Mississippi Conference Room at MNSure's downtown St. Paul office, 81 East 7th Street, Suite 300, from 1 – 2:30 p.m. The meeting is open to the public. The audio of this special board meeting will be streamed live. The live stream can be [accessed online](#).

The next scheduled meeting of the board 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.

**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 August 19, 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 August 21, 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](mailto: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](#)