



July 31, 2014

## Announcements

**Statewide phone issues impact MNSure.** The Assister Resource Center (ARC) and MNSure Contact Center have been impacted by intermittent phone system outages that are impacting multiple state agencies. This is resulting in extended hold times. We apologize for the inconvenience if you have had difficulty getting through to a representative this week. Minnesota's Information Technology agency, MN.IT, is actively working to resolve the issue. You can reach the ARC by using the local phone number of 651-539-2098 or by sending an email to [navigators@mnsure.org](mailto:navigators@mnsure.org).

**Assister Resource Center (ARC) August closures.** The ARC will be closed each Tuesday in August (August 5, 12, 19 and 26) for staff to participate in training and prepare for open enrollment. If you have an immediate need on these days, please send an email to [navigators@mnsure.org](mailto:navigators@mnsure.org).

**MNSure Learning Center URL change.** The URL for the MNSure Learning Center has been changed to <http://pathlore.dhs.mn.gov/stc/mnsure>. There is a redirect from the old URL to the new, but this will only be available for a short time. Please be sure to update your favorites.

## News

**Incorrect text included in MinnesotaCare closing notices.** As you are aware, DHS is in the process of transitioning MinnesotaCare enrollees to the new eligibility system through MNSure. Enrollees who had not renewed their coverage by July 17 received a follow-up notice letting them know that their coverage will end July 31 if they do not apply on MNSure prior to that date. Some enrollees' letters contained the following text in error:

"We have not received your MinnesotaCare payment for August 2014 coverage. If we get your payment by noon on the last working day of this month, coverage may continue if you are not closing for any other reason. If we do not get your payment, coverage will be canceled and you will not be able to get MinnesotaCare for four months. Call MinnesotaCare at the beginning of the fourth month if you want coverage again."

This text is incorrect. 1) Clients do not have a payment due yet because they have not renewed their coverage in the new system; and 2) Clients are not disqualified from coverage for four months if they do not renew coverage by August 1.

DHS is notifying all enrollees who received the incorrect notices and issued a [press release](#) with more information. Encourage MinnesotaCare enrollees who may have received this incorrect letter to go to MNsure and complete an online application or to complete a paper application.

Here are some talking points if you receive questions from consumers:

- Why does my notice say I need to make a payment? This text was added to some notices by mistake. The codes that worked in the current system caused the information to be added.
- Do I have to make a payment now? No. You will get another letter after you apply through MNsure if you have to make a payment.
- Do I have to wait four months to apply? No. That was an old rule. That rule changed with MNsure. You should apply as soon as possible if you want to keep your coverage.
- What if I already have 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.
- Questions about MinnesotaCare or this renewal process: Refer callers to Health Care Eligibility Operations (MinnesotaCare) at 651-297-3862 or 1-800-657-3672.

**“Referral to MNsure” letter goes out to parents, pregnant women and children.** Parents and pregnant women enrolled in MinnesotaCare and their associated children enrolled in Medical Assistance (MA) will be receiving a “Referral to MNsure” letter with instructions for renewing their health coverage through MNsure. These consumers will have until the end of August to renew their coverage. If assisting one of these consumers with a paper application, please be sure to write the person’s legacy MinnesotaCare case number and “August 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.

In most cases, DHS has created a MNsure account and the letter will include a username and password. However, consumers that have existing MNsure accounts should use those accounts. Consumers who do not already have an account may also choose to create an account for themselves. The advantage of using the DHS created account is that the consumer can bypass identity proofing. The disadvantage of using the DHS created account is that the consumer is unable to change the system-generated username and will need to keep that information to access their account in the future (they will be required to change their password).

Additional [Tips for Completing the Application](#) are available online. Please pay special attention to the tip regarding current coverage. When the application asks, “Does anyone applying have Medicare or non-employer health insurance?”, if the only insurance the consumer has is MinnesotaCare or Medical Assistance, select NO from the drop down menu.

Where should consumers direct their questions?

- 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.
- 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.

Please note: Navigators are eligible for per-enrollee payments if you assist any of these individuals with a successful enrollment.

**Pending and final eligibility notices are now being issued.** As part of the system updates implemented last weekend, we are now sending some eligibility notices to consumers, including pending and final eligibility notices. There are some outstanding issues you will want to be aware of so you can help inform clients that may contact you:

- Notices reflect what is in the eligibility results. If the eligibility result is incorrect, the corresponding notice will be incorrect. For example, if the eligibility process is selecting the wrong program, the notice will reflect that.
- Closure and change notices are still not being generated. That will make some of the notices that go out somewhat confusing. For example, if someone changes programs, the notice will inform them of the activation of the new program, but there will be nothing about the old program closing.
- Some of the notice text may be wrong, or in some instances, it doesn't appear. Most instances were corrected, but it may still occur on occasion. Also, formatting may not always look consistent (such as misaligned bulleted items). We are hoping these issues will be fixed soon.
- Some notices may include outdated rules and regulations. We are working to update this text
- When a case is approved, but needs additional updates, it can create multiple notices, leading to confusion for clients. Depending on delays with the process of pinging the Federal Hub, it's possible that a pending notice may go out first and then an approval notice created on the same day. Time stamps on the notice will make it possible for a client to sort them if they get multiples.

**MNsure still needs your help at the State Fair!** We have received a great response to our request for navigators to join us at MNsure's booth at the Health Fair 11 Building during the State Fair. But we still have a few shifts to fill! We can provide up to two admission tickets to each organization for their navigator staff to attend. Please contact [outreach@mnsure.org](mailto:outreach@mnsure.org) if your organization has navigators that are able to fill any of these shifts:

- August 21, 3 – 8 pm
- August 22, 3 – 8 pm
- August 23, 3 – 8 pm
- August 28, 3 – 8 pm
- August 30, 3 – 8 pm
- August 31, 3 – 8 pm
- September 1, 3 – 8 pm

**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

## Updates

Here is the current status of frequently asked questions.

- **Navigator payments.** ARC staff continue to work through reported payment issues. We are also processing 2014 2<sup>nd</sup> quarter payments.
- **New navigator certification process.** 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. New staff requesting certification, who were submitted by roster prior to July 9, have been acted on and training information has been sent. Please submit roster additions prior to August 4 to be included in the next training upload.
- **Navigator self-service changes.** Primary contacts at each navigator/CAC organization were sent an email on Tuesday, July 29 requesting them to activate the organization's account and complete the first step in implementing the online self-service account. The first step requires organizations to assign people from their organization to five [roles](#), including signature authority, contract manager, HIPPA/data privacy contact and account administrator. More information on the next steps in implementing the self-service account will be provided as it becomes available. The primary contact should contact the Assister Resource Center with questions.
- **Navigator recertification.** Current navigators will be required to be recertified prior to Open Enrollment. Recertification will consist of updated data security and privacy training. More information will be provided when this training becomes available. We are working on completely revising training and certification for 2015.
- **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 10<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 have finalized procedures for processing all changes except for removing people from coverage. 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 development. We will continue to notify you once we have developed processes for making other life changes.
- **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 begun to issue pending and final eligibility notices. See the item in the “News” section.
- **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

**MNsire Board of Directors.** The next scheduled meeting of the [MNsire Board of Directors](#) is August 13, 1:00 – 4:00 pm, at MNsire’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.

**MNsire Consumer and Small Employer Advisory Committee.** The MNsire 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 MNsire’s office on 81 East 7th Street, St. Paul.

**MNsire Health Industry Advisory Committee.** The MNsire 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](#)