



August 8, 2014

Announcements

New fact sheet released! We heard from navigators that the income table included in the 2-page Individual and Family sheet was very popular as a screening tool. So we are pleased to release a new fact sheet, [2015 Income Guidelines for Financial Assistance](#), which condenses key information from the Individual and Family Fact Sheet and prominently features the income table. In this new fact sheet, income guidelines have been updated in preparation for 2015 Open Enrollment. Please note that income guidelines for MinnesotaCare and tax credit eligibility are slightly lower for coverage starting before January 1, 2015.

Assister Resource Center (ARC) closures. The ARC will be closed every Tuesday until Open Enrollment for staff to focus on special projects and participate in training in preparation for Open Enrollment. If you have an immediate need on these days, please send an email to navigators@mnsure.org.

Intermittent phone outages continue. The Assister Resource Center (ARC) and MNSure Contact Center continue to be impacted by intermittent phone system outages that are impacting multiple state agencies. The ARC's local phone number is also affected by these short-term outages. We apologize for the inconvenience. If you have an urgent issue arise during a time the phones are out, you can reach the ARC by sending an email to navigators@mnsure.org.

News

Parents, pregnant women and children must renew MinnesotaCare coverage through MNSure by August 31. Parents and pregnant women enrolled in MinnesotaCare and their associated children enrolled in Medical Assistance (MA) have received 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.

A few recommendations for getting the best outcome for your client:

- Please urge consumers to apply as early as possible and not wait until the end of the month.
- If a consumer's household income has increased and they will likely be QHP eligible, strongly urge them to complete an application online. Consumers must apply and select a plan by August 31 for QHP coverage to begin September 1. Using a paper application can significantly delay the plan selection process.

- 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.
- Write “August Renewal” in the upper right corner of the first page on all paper applications submitted for this population.

Priority issues for 2015 Open Enrollment. MNsure has contracted with Deloitte Consulting to assess the system and identify critical issues that will be our area of focus prior to 2015 Open Enrollment. We took into account a number of factors as we evaluated issues, including how many people are impacted, whether it interferes with accurate eligibility determinations and access to coverage, and how it affects the consumer’s experience.

Our top priority is to develop solutions for processing renewals and changes in circumstances (also known as life changes). We are devoting significant resources to addressing these issues, as well as other [identified gaps](#) in functionality. Nevertheless, it is not anticipated that all items will have a fully automated solution prior to 2015 Open Enrollment. Some solutions will include partial automation and manual processes.

Developing a portal for navigators and brokers is one of the identified gaps in functionality, but there is not sufficient time for a portal to be designed, developed, delivered, tested and trained on prior to November. However, we are pursuing the possibility of other interim solutions to address critical needs we are hearing from our assisters.

Stay tuned for more information as this process continues.

Reminder regarding OLA navigator survey. The Minnesota Office of the Legislative Auditor (OLA) recently sent a survey to a sample of MNsure-certified navigators. OLA conducts independent, nonpartisan research for the Minnesota Legislature. If you received an e-mail requesting that you complete the OLA survey, please do so as soon as possible. The responses you provide will help inform the Legislature and others. OLA’s evaluation of MNsure will be issued in early 2015, and it will include summaries of navigator survey responses. However, the identity of respondents will NOT be disclosed to MNsure or the public. The OLA thanks you for your participation!

Consumers can view notices through online account. We have started sending eligibility notices to consumers, including pending and approval notices. Notices dated July 27 or later can also be viewed by consumers through their online account.

Retroactive coverage Medical Assistance question fixed in online application. We are aware that during a recent update to the system, the question asking applicants if they have medical bills from the past three months was inadvertently removed from the online application. The error has been corrected and applicants are once again being asked this question. If you worked with a client that was not asked this question, you can send a request for retroactive coverage by secure email to the ARC.

Upcoming statewide Navigator/CAC conference calls. The conference call schedule for the next few months is as follows:

- 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 will be issuing 2014 2nd quarter payments soon! Be sure to add your correct nine-digit certification ID number and your organization's full name on all applications you assist with. Identifying and correcting these errors delays our ability to process payments.
- **Certification for new navigators/CACs.** 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 August 4 are currently being loaded into the MNsure Learning Center. Training information will be sent to those people early next week. Submit your updated roster by September 1 for new staff 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. The next step, self-service roster changes, will be announced in late August/early September. Your organization's 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 a significant increase in the number of paper applications being submitted. This is increasing the time it takes us to process paper applications, although we anticipate we will still process them within the allowed 45 day window. We are currently processing applications received on or before July 11th. If your clients have not heard anything within four 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 manually 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.

- **Issuing notices.** We have begun to issue pending notices, approval notices and some denial notices. We are working to fix formatting and language issues that continue to be a problem with some notices.
- **New navigator contracts.** We anticipate that we will begin processing on-hold navigator and CAC contracts by September. We also anticipate that sometime in September we will start amending all current contracts to extend into 2015.

Upcoming Events

MNSure Board of Directors. The next scheduled 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.

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
- 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](#)