



August 14, 2014

## Announcements

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

- Friday, August 15 from 10:00 pm until Saturday, August 16 at 8:00 am
- Saturday, August 16 from midnight until Sunday, August 17 at 7:00 am

We are also anticipating reduced hours for online application and account services next weekend, although this is subject to change (we will confirm any reduced hours in next week's Navigator Communication):

- Friday, August 22 from 10:00 pm until Saturday, August 23 at 8:00 am
- Saturday, August 23 from 9:00 pm until Monday, August 25 at 6:00 am (note that this includes all of Sunday, August 24)

**MNsure meets milestone in rebuilding online exchange.** In a recent [press release](#), MNsure announced that IBM has installed the final versions of software designed to determine eligibility for public programs and tax credits and allow consumers to enroll in Qualified Health Plans (QHPs). The new version of the IBM software also includes new base functions that will allow consumers to automatically renew coverage or make changes to coverage due to life events, such as having a child or getting married. These software updates will not result in any immediate changes to the navigator or consumer experience, but lay the groundwork for the processes we'll be implementing in the months before Open Enrollment. We'll keep navigators informed as these improvements roll out.

**Changes coming to MNsure's outreach strategy.** MNsure is moving forward with a new strategy in our efforts to reach and enroll consumers. Building on the lessons we have learned over the past months, we are taking the following steps to strengthen the solid foundation we laid during the initial phase of our outreach work:

- We are contracting with a vendor (to be announced shortly) to plan and implement a core outreach strategy in partnership with our Outreach and Enrollment Grantees, Navigators and Agents/Brokers.

- We've hired three MNsure Community Specialists to coordinate our core outreach strategy with our soon to be announced grassroots vendor and 2014/2015 Outreach and Enrollment Grantees.
  - Many of our metro partners already know Nachee Lee, who has been a MNsure Outreach Liaison since summer 2013
  - Also joining us are Alison Griffin and Fred Ndip, who both bring a wealth of experience in community field work and grant management
  - Nachee, Alison and Fred will be working very closely with our grantees to provide grant management, technical support, and coordination between grantees' outreach work and MNsure's core outreach strategy
- We are phasing out the MNsure Outreach Liaison role at the end of the month. Our liaisons were brought on in a temporary role to build community partnerships during our initial launch this past year. The positions will be ending in August as we transition to our new strategy for outreach work.

We would like to thank MNsure's outreach team for their dedication and hard-work over the past year to partner with local communities and community organizations on informational and outreach activities. We know they have built strong relationships in your communities and worked side-by-side with navigators during some challenging months. Thank you Mario! Thank you Makeda! Thank you Yassin! Thank you Laura! Thank you Kitra! Thank you Jacob! Thank you Ellen! Thank you Nachee! Thank you Susan!

## News

**Update on MinnesotaCare transition process.** As you are aware, DHS is in the process of transitioning four groups of individuals currently enrolled through one of our legacy eligibility systems into the new eligibility system through MNsure.

The first group was MinnesotaCare childless adults with a July renewal due July 31 for August coverage. The "Referral to MNsure" letter was sent to 12,311 households. Currently, of the 12,311 households, over 10,000 individuals have enrolled through MNsure.

The second group is MinnesotaCare parents and their associated Medical Assistance (MA) children. On August 4, the "Referral to MNsure" letter and the "MNsure Application for Health Coverage and Help Paying Costs" (DHS-6696) was sent to 10,816 households. Currently, of the 10,816 households, over 3,500 individuals have enrolled through MNsure. The "Closing Notice" for this group will go out early next week. These consumers have until the end of August to renew their coverage.

DHS has decided to delay the process of transitioning the remaining two groups - Interim Medical Assistance (IMA) enrollees and their associated Medical Assistance (MA) spouses and children. This process was scheduled to begin in August. There will be discussions about the timing and rollout of Groups 3 and 4 soon.

**Closing Medical Assistance and MinnesotaCare cases in the new eligibility system.** Counties are able to submit a request to DHS to close Medical Assistance (MA) and MinnesotaCare eligibility in the new eligibility system when the entire case must be closed for the following reasons:

- The household voluntarily requests that their case be closed.
- The household has moved out of state.

If you know a consumer requires MA or MinnesotaCare eligibility that should be closed for one of the reasons listed, please contact the county of residence for MA eligibility and MinnesotaCare Operations for MinnesotaCare eligibility. Contact the Assister Resource Center (ARC) if you are unsure of which servicing agency to contact.

A closing notice will be sent to the consumer. In the event that DHS cannot close a specific case, household members will be disenrolled from their managed care plan. Providers will bill DHS directly for services received (fee-for-service) for these individuals.

DHS cannot close an individual who has been determined eligible for a Qualified Health Plan (QHP) with or without an Advanced Premium Tax Credit (APTC). Refer those individuals to the MNSure Contact Center at 1-855-366-7873.

DHS continues to work with MN.IT Services, MNSure and IT vendors to improve the functionality of the new eligibility system, to enable workers to update eligibility data and act on all changes in circumstance reported by individuals.

**“MNSure Minute” launches featuring consumers, navigator and brokers.** The “MNSure Minute” is a series of video testimonials featuring consumers, MNSure-certified brokers and MNSure-certified navigators. The minute-long clips highlight real Minnesotans explaining how and why MNSure has worked for them, their families or their clients. Please contact [communications@mnsure.org](mailto:communications@mnsure.org) if you are interested in sharing your story.

**Upcoming “Health Insurance Basics for MNSure Navigator” in Duluth.** 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 Tuesday, September 23, 2:00 – 4:00 pm, at the Duluth Public Library, 520 West Superior Street, Duluth. Refreshments will be served. An RSVP to 1-855-307-6975 is greatly appreciated.

## Reminders

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
- Wednesday, October 8, 12:30-1:30 pm

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

Conference code: 6278187032

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

## Resources

**Be sure to check out our new income guidelines fact sheet!** 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.

## 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.** Certification of those staff who have passed the background study and successfully completed training occurs on or near the first and fifteenth of the month. New staff requesting certification who were submitted by roster prior to August 4 were sent training information via email on August 12. Submit your updated roster by September 1 for new staff to be included in the next training upload. You must submit your updated roster before submitting signed background study consent forms. Send signed background study consent forms to [navigators@mnsure.org](mailto:navigators@mnsure.org) or fax them to the ARC at 651-431-7572.
- **Navigator self-service changes.** Primary contacts have been given access to their organization's self-service account and must assign roles to organization staff by August 22. An announcement will be issued and an individual email will be sent to

staff assigned as the organization's Account Administrator when roster and directory changes can be completed in the self-service account. This is expected to be announced in late August or early September.

- **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 21st. Note that we are now able to enter the correct date of application when processing paper applications, even if they are not entered in the month they are received. 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. Notices dated July 27 or later can also be viewed by consumers through their online account.
- **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 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.

**MNsure Board of Directors.** The next scheduled meeting of the [MNsure Board of Directors](#) is September 17, 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](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](#)