



**August 28, 2014**

## **News**

**Next steps in MinnesotaCare transition process are being delayed.** 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. Group 1 was MinnesotaCare childless adults (closed July 31) and Group 2 was MinnesotaCare parents and their associated Medical Assistance children (will close August 31).

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. In early November, DHS will reassess whether to transition these individuals into the new system in mid-November or whether further delay is needed to ensure a smooth transition for these clients. If DHS decides to proceed, notices will be sent to clients by November 15.

**Update on determining retroactive Medical Assistance eligibility.** Medical Assistance (MA) retroactive coverage eligibility can now be determined through the online application when a person is eligible for ongoing MA and the data for the retro months is the same as the ongoing data. Please note that *everything* about the household must be exactly the same for all the months they are requesting retro coverage, including income, household size, etc. If any of the data is different, the current retro MA manual determination process will be used. The attached "Retro MA Citizen Portal Questions" includes instructions and screen shots on the new online process.

**Navigator/CAC performance support events coming in October.** In response to requests from navigators and CACs for opportunities to expand their policy knowledge and improve their enrollment skills, MNsure is partnering with several expert navigator organizations to offer performance support events in the Twin Cities and Greater Minnesota in October. All navigators and CACs are encouraged to participate. Details will be announced next week!

MNsure invites navigators to provide feedback at September forums. MNsure will be holding Navigator Forums around the state during the month of September. These forums are an opportunity for you to provide input on the current navigator program, consider the lessons learned from its initial operations, and help design a stronger and sustainable program for the future. This is an important step in the process as staff develops recommendations for MNsure's board of directors. Please note that these forums do not include a training component, but performance support opportunities will be announced for October (see item above).

During each forum, MNsure staff will provide a brief presentation on the current status of the navigator program and improvements that are already in process. The remainder of each forum will be a conversation on these five areas critical to the development of the program:

- Establishing goals and objectives for the program
- Reviewing eligibility requirements for becoming a navigator
- Clarifying the duties and responsibilities of navigators, including how the navigator role differs from other entities (such as agents/brokers, counties, etc.)
- Improving certification and training for navigators in 2015
- Discussing options for adequate and timely navigator compensation

We urge all certified navigators, Certified Application Counselors (CACs), and other relevant staff from navigators/CAC organizations to participate in a forum in your area. We would like our recommendations for the navigator program to reflect your experiences and ideas. No RSVP is required.

- Twin Cities: Friday, September 5, 9:00 – 11:00 am, Amherst H. Wilder Foundation, 451 Lexington Parkway North, Saint Paul
- Central Minnesota: Monday, September 8, 10:30 am – 12:30 pm, Great River Regional Library, Bremer Room, 1300 W. St. Germain Street, St. Cloud
- Southeast Minnesota: Monday, September 15, 10:00 am – 12:00 pm, Intercultural Mutual Assistance Association, 2500 Valleyhigh Drive NW, Rochester
- Northwest Minnesota: Monday, September 22, 10:00 am – 12:00 pm, Prime West Health, 3124 Hannah Avenue NW, Bemidji
- Southwest Minnesota: Monday, September 29, 10:00 am – 12:00 pm, Western Community Action, 1400 South Saratoga Street, Marshall
- Northeast Minnesota: Tuesday, September 30, 10:00 am – 12:00 pm, Holiday Inn & Suites Duluth - Downtown, 200 West First Street, Duluth

Special thanks to local navigator partners Community Resource Connections, Insure Duluth Coalition, Intercultural Mutual Assistance Association, Mid-Minnesota Legal Aid and Western Community Action for helping us set up these events in your community!

**Assister Stakeholder Groups have started.** Last month, MNsure launched three Stakeholder Groups to create a regular, structured opportunity for navigators, Certified Application Counselors and brokers/agents to provide input and guidance on program operations. The meetings are not open to the public, but minutes from the meetings will be made available. More information about these Stakeholder Groups, including minutes from the first meeting, is on the [navigator/CAC resource page](#).

## Reminders

**Upcoming statewide Navigator/CAC conference calls.** The conference call schedule is as follows:

- 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

**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).

## Updates

Here is the current status of frequently asked questions.

- **Navigator payments.** Payments for second quarter 2014 are being issued this week. Next week, payment statements will be sent via email to assigned payment coordinators, or the primary contact if a payment coordinator has not been assigned. ARC staff continue to work through reported payment issues. 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 each month. Submit your updated roster by September 2 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.** Most organizations have activated your organization's self-service account and assigned [roles](#) to organization staff. The organization's primary contact should contact the ARC if you have questions or are having difficulty with this action. More information will be sent to the assigned Account Administrators when self-service roster and directory changes become available in the self-service account. Until that time, continue to submit these changes through the ARC.
- **Navigator recertification.** Current navigators will be required to be recertified prior to Open Enrollment. Recertification will consist of updated data security and privacy training. We anticipate that this training will be available in late September and will take approximately two hours to complete. We are working on completely revising training and certification for 2015.
- **New navigator/CAC contracts.** We have begun processing on-hold navigator and CAC contracts. We also anticipate that sometime in September we will start amending all current contracts to extend into 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 August 1. 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 are manually processing all changes except a consumer request to cancel their plan. For Medical Assistance (MA) and MinnesotaCare consumers, we have finalized procedures for adding newborns and correcting errors in name, address, phone and gender information. Counties are able to submit a request to DHS to close MA and MinnesotaCare eligibility in the new eligibility system when the entire case must be closed because the household voluntarily requests that their case be closed or the household has moved out of state. Procedures for other life changes are in development. We will continue to notify you once we have developed processes for making other life changes.

## Upcoming Events

**Health Insurance Basics for MNSure Navigators in Duluth, Minneapolis and St. Cloud.** The Minneapolis Urban League and UCare are sponsoring informational sessions to talk about insurance basics, like the difference between copays, coinsurance and deductibles. Refreshments will be served at these events. An RSVP to 1-855-307-6975 is greatly appreciated. The session will be offered in two locations:

- Duluth: Tuesday, September 23, 2:00 – 4:00 pm, Duluth Public Library, 520 West Superior Street, Duluth.
- Minneapolis: Tuesday, October 23, 2:00 – 4:00 pm, UCare, 500 Stinson Boulevard NE, Minneapolis.
- St. Cloud: Wednesday, October 29, 2:00 – 4:00 pm, St. Cloud Library, 1300 West St. Germain Street, St. Cloud.

**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.

**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 September 23, 1:00 – 3:30 pm, at MNSure's office on 81 East 7th Street, St. Paul.

## 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](#)