



September 15, 2014

Special announcements

Denial notices being mailed to certain Medical Assistance clients. DHS will begin denying pending applications in the new system that are beyond their processing period. Applicants who applied before March 9, 2014, and whose eligibility for Medical Assistance is pending due to outstanding required verifications will begin receiving [denial notices](#) the week of September 15.

These applicants have received previous notices requesting the required verifications but have not responded. This notice gives them 10 days from the date of the notice to submit the verifications or their request will be denied. A person whose application is denied can reapply for health care coverage through MNSure. The notice tells clients to call their county agency or the DHS Member Help Desk if they have questions and includes a list of county phone numbers.

Denial notices will not be sent to people who need to submit post-eligibility verifications and who have been determined eligible for and are enrolled in MinnesotaCare.

Retro coverage opportunity for some transitioning MinnesotaCare enrollees. The second group of individuals that were transitioned to MNSure – parents enrolled in MinnesotaCare and their associated Medical Assistance (MA) children – had to renew their coverage by August 31. Those individuals who were determined eligible for a Qualified Health Plan (with or without assistance) needed to enroll and select a plan by August 31 to avoid a gap in coverage. Individuals who applied using a paper application faced delays in being able to select a plan, and some may have been unable to do so prior to the August 31 deadline. We are able to offer retro coverage to September 1 for those who applied using a paper application by August 31, lost MinnesotaCare coverage, and for whom we couldn't process a manual plan selection by August 31. We cannot offer retro coverage to anyone beyond this group. When contacted by MNSure to confirm their Special Enrollment Period (SEP), the consumer can request September 1 coverage. They also retain the flexibility to select a plan within their 60 day SEP if they do not need retro coverage.

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](#)