



September 18, 2014

Highlights from this week's communication

- MNSure online services will experience reduced hours this weekend
- Hotel reimbursement available for MNSure Performance Support events
- New 2015 Open Enrollment resource available for ordering

Announcements

MNSure online services upcoming reduced hours. Please be aware that online application and account services will be unavailable Saturday, September 20 from 9:00 pm until Sunday, September 21 at 9:00 am.

News

PreferredOne withdraws from MNSure marketplace for 2015. On Tuesday we shared the [announcement](#) that PreferredOne has decided not to offer insurance products through MNSure in 2015. All consumers currently enrolled through Preferred One will continue to have coverage through their existing plan for the rest of 2014. In early October, MNSure will provide PreferredOne customers who purchased health insurance through MNSure with more information about next steps.

Remember, MNSure remains the only place where consumers can qualify for federal tax credits or apply for MinnesotaCare or Medical Assistance. Consumers will continue to have at least four, well-known, Minnesota-based carriers who are committed to providing health coverage to Minnesotans through MNSure.

MNSure will provide our consumer assistance partners with additional information and talking points to help you answer your clients' concerns. One useful resource is a recent blog by the [Center on Health Insurance Reform](#) that offers a helpful perspective on what PreferredOne's decision means for consumers.

Hotel reimbursement available for MNSure Performance Support events. Navigators and Certified Application Counselors (both those who are currently certified and those who are in the process of certification) are strongly encouraged to participate in one of the upcoming [Performance Support events](#). We recognize that attending a two day event may be financially difficult for some organizations. MNSure will reimburse a one night hotel stay for individuals who attend both days of a Performance Support event. For more information, please review our [hotel reimbursement policy](#).

Resources

New 2015 Open Enrollment resource available through Outreach Materials Order Site.

MNSure has released a half-sheet resource that includes updated income guidelines and information on getting help from navigators and brokers. The new resource, [2015 Income Guidelines and Help Flyer](#), can be ordered through our materials catalog using the [online ordering system](#). All navigator and CAC organizations have an account and a budget for ordering materials. The primary contact for your organization has the username (which is their email address) and password for your account. They can contact communications@mnsure.org if they need to have their password reset. If you need to find out who the primary contact is, please email communications@mnsure.org. A full page version of this resource is also available as a fact sheet on our [public website](#).

Reminders

Assister Resource Center (ARC) will be open on Tuesday beginning September 30. We had previously announced that the ARC would be closed every Tuesday until Open Enrollment. That policy has changed, and the ARC will be open on Tuesdays beginning September 30. The ARC will be closed on September 23 for staff training. If you have an immediate need that day, please send an email to navigators@mnsure.org.

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

- Wednesday, September 24, 12:30 - 1:30 pm
- Friday, October 10, 12:30 – 1:30 pm (moved from Wednesday to avoid conflicting with the St. Paul Navigator Performance Support event)
- Wednesday, October 22, 12:30 - 1:30 pm

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

Conference code: 6278187032

Upcoming Events

Get ready for Open Enrollment! MNSure is partnering with expert navigator organizations to offer free Performance Support events in St. Paul, Fergus Falls, Duluth and Mankato in October. All navigators and CACs are encouraged to attend, including those who are in the process of becoming certified. These events will offer assisters in-depth policy information and are an important skill-building opportunity. A detailed daily schedule is now available on the [Minnesota Council of Nonprofits website](#). Reimbursement for a one night hotel stay is available (see attached policy).

MNSure September navigator/CAC forums continue. MNSure has been traveling around the state this month holding public forums for our navigator and CAC community. 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. Information on [dates and locations](#), as well as the [PowerPoint presentation](#) on the

current status of the program, are available on the [Navigator & CAC resource page](#). If you are unable to attend one of these forums, there will be other opportunities to provide input.

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 three locations:

- Duluth: Tuesday, September 23, 2:00 – 4:00 pm, Duluth Public Library, 520 West Superior Street, Duluth.
- Minneapolis: Thursday, 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.

Upcoming MNSure meetings

- MNSure Board of Directors meets October 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 meets September 23, 1:00 – 3:30 pm, at MNSure's offices on 81 East 7th Street, St. Paul.
- MNSure Health Industry Advisory Committee meets September 25, 2:30 – 5:00 pm, at UCare, 500 Stinson Boulevard NE, Minneapolis.

Updates

- **Navigator payments.** Second quarter 2014 payments have been issued and payment statements sent. Reported payment issues from first quarter 2014 have been resolved and payments finalized. Payment statements and payments for these resolved issues will be sent out soon.
- **Certification of new navigators/CACs.** Certification of those staff who are associated with a contracted organization, who have passed the background study and have successfully completed training occurs on or near the first and fifteenth of each month. Certification emails are sent to people who meet the requirements. The latest round of certification emails was sent on September 17.
- **Training Upload for Certification.** The training upload of new assisters into the MNSure Learning Center is completed at the beginning of each month. The September upload is complete. Submit your updated roster by October 1 for new staff to be included in the next training upload.
- **Navigator self-service changes.** Most organizations have activated your organization's self-service account and assigned [roles](#) to organization staff. Your 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 or early October 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 late September or early October we will start amending all current contracts to extend into 2015.
- **Paper applications.** We are currently processing applications received on or before August 20. 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 notify you when procedures are in place for processing other life changes.

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](#)