



**October 2, 2014**

## **Highlights from this week's communication**

- Recertification process announced for navigators and Certified Application Counselors
- New staff? Reminder about steps for getting them certified
- Check out upcoming opportunities to enhance your skills and knowledge

## **Announcements**

**Recertification now available for navigators and Certified Application Counselors.** All currently certified navigators and Certified Application Counselors (CACs) are required to complete two steps in order to recertify for 2015 Open Enrollment.

**Step 1:** Complete and pass assigned "Handling MN Information Securely" courses ([available now](#), takes 2-3 hours to complete). Instructions for how to complete this step are available on the [Navigator/CAC resource page](#).

**Step 2:** Complete the MNsure-specific data privacy and security attestation (the attestation and instructions will be available in late October, will take about 15 minutes to complete).

These two steps should be completed by November 14, 2014. Any certified navigator that has not done so by November 14 will not be listed in MNsure's online assister directory until both steps are complete.

## **News**

**Infographics on 2015 insurance rates available for MNsure's partners.** As we [shared yesterday](#), the Minnesota Department of Commerce has released information on plans that will be available through MNsure for 2015. Minnesotans will have more plans and coverage options to choose from in every county, and more access to financial help when the 2015 Open Enrollment period begins on November 15. MNsure has developed 2015 insurance rate infographics that you are encouraged to share on your social media properties (see attached). If you would like an infographic created for your specific area or region, email [communications@mnsure.org](mailto:communications@mnsure.org) and we will attempt to create one based on the data we currently have.

**MNsurance Board Advisory Committees call for applications.** Applicants are being sought to fill open seats on the Health Industry Advisory Committee and the Consumer and Small Employer

Advisory Committee. The Advisory Committees provide guidance, advice and recommendations to the Board as it carries out its mission. Minnesotans interested in serving on these committees must submit (1) a résumé and (2) a completed [application](#) by 5:00 pm on Thursday, October 23.

**Manual account creation requests.** During the last open enrollment, we worked with navigators to accept [manual account creation forms](#) via email or fax to the ARC in order to reduce delays associated with paper mail. We also modified our form to authorize navigators to receive user credentials for their clients in order to assist with system access to complete an application. We are aware that the second half of this process, sending user credentials to navigators, has not been working as originally intended.

We have an obligation to protect the privacy of consumers and the integrity of data entered into the system, and as a result, we have necessary barriers to prevent unauthorized access into another's account or improper handling of a person's private data. However, we recognize the need for greater sharing of information with navigators to get them the information they need to help their clients. These are the two tensions MNsure's legal team has been working to resolve in order to get this process up and running again.

We are currently working on revisions to the account creation process to clarify procedures and to enhance data sharing with navigators. Our new process is expected to be released in the next few weeks and will (1) create a clear procedure for navigators to use to obtain client information, (2) clarify rules regarding access to the client's online account, and (3) provide more accurate associations between clients and their navigators so that the relationship and data-sharing authority can be verified.

In the meantime, please continue to submit manual account creation forms to the ARC via fax or secure email to reduce delays associated with paper mail. The ARC forwards these forms directly to the appropriate department daily for processing.

**Minutes from Assister Stakeholder Groups are available.** This summer, MNsure launched three Stakeholder Groups to create a regular, structured opportunity for navigators, Certified Application Counselors (CAC) and brokers/agents to provide input and guidance on program operations. The meetings are not open to the public, but minutes from the meetings are available on the [Navigator/CAC resource page](#). Minutes from the August meeting of the [Navigator](#) and [CAC](#) Stakeholder Groups, as well the September [Joint Stakeholder meeting](#), have been posted.

## Reminders

**Hiring new staff? Here's how to get them certified.** With open enrollment around the corner, we know many navigator and CAC organizations are adding staff. We've recently received a number of questions about how to get those staff on the road to certification. Here are the steps to follow:

Step 1: Submit an updated organizational roster to the ARC at [navigators@mnsure.org](mailto:navigators@mnsure.org). Organizations should be retaining and maintaining their roster, which should include a list of all staff that are certified and for whom they have requested certification. The instructions for completing the roster, which includes instructions for adding or removing people, and where to

send it, are found on the document itself. If you cannot locate your organization's roster, please contact the ARC.

Step 2: Once a roster has been submitted that includes new staff for certification, then those new staff people should submit a signed [background study consent form](#). The update roster must be submitted to the ARC **before** background study consent forms are submitted.

Step 3: New staff are loaded into the MNSure Learning Center once a month, usually on the first of each month. The upload process itself may take up to a week. Once it is complete, an email is sent to the new staff that includes training information and their training logon.

Step 4: Once new staff have passed the background study and have successfully completed training, they will receive an email notifying them that they are certified. These emails are sent out on or near the first and fifteenth of each month.

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

- 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
- Thursday, November 6, 12:30 – 1:30 pm
- Thursday, November 20, 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 available on the [Minnesota Council of Nonprofits website](#). Reimbursement for a one night [hotel stay](#) is available.

**Enroll America launches webinar series in advance of Open Enrollment.** With less than 50 days until the second open enrollment period (OE2), Enroll America is launching an October [series of webinars](#) on a wide array of outreach, education, and enrollment topics to help get #Ready4OE2. Sign up on the [Enroll America website](#). Recordings and slides will be available on their website after each webinar.

**Medica Provider College training.** Medica will be hosting a webinar providing updates on the current state of public programs and upcoming changes to the healthcare industry. Participants will learn how these changes affect Minnesota Health Care Programs (MHCP) enrollees, as well as MNSure navigators, healthcare providers, counties and health plans. Also included: the programs and services Medica provides to Medical Assistance and MinnesotaCare recipients, and a brief overview of Medica individual and family business (IFB) products. To register for "Legislative and DHS Updates for MNCHP and IFB Plans," complete the [Medica Provider](#)

[College Registration Form](#) on the Medica website. The webinar is October 8, from noon to 1:00 pm.

**Health Insurance Basics for MNsure Navigators in Minneapolis and St. Cloud (webinar added!).** 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:

- Minneapolis: Thursday, October 23, 2:00 – 4:00 pm, UCare, 500 Stinson Boulevard NE, Minneapolis. This event will also be offered as a [webinar](#) (Meeting number: 829 079 888, Meeting password: Sales).
- 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 will meet October 15, 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 will meet October 21, 1:00 – 3:30 pm, at MNsure's offices on 81 East 7th Street, St. Paul.
- MNsure Health Industry Advisory Committee will meet October 23, 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 were sent on October 1.
- **Training Upload for Certification.** The training upload of new assisters into the MNsure Learning Center is completed at the beginning of each month. The October upload is in process for roster submissions received on or before October 1. Information about training, including the training ID number, will be sent via email to people included in the training upload soon. Submit your updated roster by November 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.

- **Recertification.** We have announced the recertification process in today's navigator communication ([see above](#)).
- **New navigator/CAC contracts.** We are processing on-hold and new navigator and CAC contracts. We also anticipate that sometime in October we will start amending all current contracts to extend into 2015.
- **Paper applications.** We are currently processing applications received on or before **September 8**. 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](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](#)