



October 10, 2014

Announcements

Register for one of the remaining Navigator Performance Support events today! Earlier this week, around 230 navigators and Certified Application Counselors gathered in St. Paul to increase their knowledge and sharpen their skills prior to open enrollment. We heard lots of positive feedback about how valuable assisters found the experience. [Register today](#) to attend one of the conferences in Fergus Falls (October 16 & 17), Duluth (October 20 & 21) or Marshall (October 28 & 29). There is no charge to attend the conference and you may qualify for [hotel reimbursement](#). Handouts from the event will soon be available on the Minnesota Council of Nonprofit's [website](#).

MNsure takes first step in helping consumers renew their qualified health plan. MNsure is mailing a [notice to consumers](#) who are currently enrolled in a qualified health plan through MNsure or who applied for health insurance in 2014 and requested help to pay for it. These notices are for individuals who need to give MNsure authorization to check their income information to determine if they qualify for financial help in 2015. **Please encourage any clients who receive this letter to complete the secure online form immediately.** Consumers can also call a dedicated line at the MNsure Contact Center (1-651-539-2240) to request a paper form. The online form is recommended to ensure faster processing.

Once a consumer completes this form, no further action is necessary to address this issue. Prior to the start of open enrollment, MNsure will be sending out a notice to **all** consumers currently enrolled in a qualified health plan to inform them of what steps they need to take to renew their coverage. Open enrollment begins November 15.

Over the next few weeks, health insurance carriers will also be sending out renewal notices to their clients. If consumers contact you with questions or to request assistance with their renewal, we recommend that you have them schedule an appointment with you after November 15. They cannot take action on their renewal until that time and we will have provided you with guidance on how to assist them through the process by that time.

News

Upcoming ARC closure. The ARC will be closed on Tuesday, October 21 to accommodate final preparations for open enrollment. If you have an immediate need on that day, please send an email to navigators@mnsure.org.

Employment opportunities – act fast! To prepare for open enrollment, we are announcing a few exciting employment opportunities. But don't delay, these positions won't be open for long!

- Join the amazing team at the Assister Resource Center (ARC) and help support your fellow assisters during open enrollment!

- Two resource center specialist positions at the ARC. For more information, and to apply, visit the state's [Job Postings website](#) and search for Posting Number 14DHS002022. Apply by Tuesday, October 14.
- One lead position at the ARC. For more information, and to apply, visit the state's [Job Postings website](#) and search for Posting Number 14DHS002021. Apply by Tuesday, October 14.
- Grassroots Solutions is looking to hire individuals in Greater Minnesota to support MNsure's outreach work. These organizers will execute all statewide organizing and engagement activities, help support the work of grantees, organizational partners, navigators and brokers, and reach out to help enroll and reenroll people through MNsure. These are full-time, short-term positions, running through March 15, 2015. If you know of any dynamic folks who understand the value of MNsure in your community, please call or email Bethany Snyder for further information (651-249-0537, bethany.snyder@state.mn.us).

Organizing help coming your way. This year, MNsure is partnering with Grassroots Solutions to help create and implement an outreach plan that will ensure MNsure's partners have the outreach support you need this open enrollment period. This summer, Grassroots Solutions sought feedback and input from key stakeholders to help determine how MNsure can improve its outreach efforts and work more effectively with our trusted and valuable partners. This feedback provided the basis of a new outreach strategy that prioritizes providing support to navigators, brokers, certified application counselors and outreach grantees.

MNsure and Grassroots Solutions are in the process of putting together a strong and vibrant team of organizers to support and amplify your outreach efforts.

We want to introduce you to Bethany Snyder, MNsure's new Director of Grassroots Outreach, who will be helping to lead this effort. Navigators are encouraged to share your thoughts and feedback on MNsure's outreach efforts with her. You can reach Bethany at 651-249-0537 or bethany.snyder@state.mn.us.

Grassroots Solutions is also hiring outreach organizers that will be strategically placed across the state and around the Twin Cities, serving two main roles:

- Help you with whatever you need to have a successful open enrollment period. This could include assisting with turnout to an event, event logistics, connecting your organizations with others in the area or simply providing guidance on improving your outreach strategies.
- Seeking opportunities to reach hard-to-find uninsured people and help connect them to MNsure resources and partners. This dynamic outreach effort will also involve some unique tools to help you collect the contact information of people who want to learn more about MNsure but are not ready to enroll.

Stay tuned for more information soon!

Claiming dependents outside of the United States. Individuals may claim people living outside of the United States as tax dependents, as allowed by IRS rules. IRS rules about dependents living outside the U.S. are specific to the person's citizen or noncitizen status, and which countries these people may live in. Currently, an individual can claim a tax dependent:

- 1) Who lives anywhere as long as the dependent is a U.S. citizen, U.S. resident alien, or U.S. national, or
- 2) Who lives in Mexico or Canada. Under federal tax treaties with those countries, an individual filing U.S. taxes can claim a dependent (parent, sister, child, etc) who lives in and is a resident of Mexico or Canada and is not a U.S. citizen, U.S. national or U.S. resident alien.

We are providing this background information in response to questions we have received from assisters. However, navigators should not provide advice to clients on whether an individual can or should claim a dependent. There are other rules that may apply as to whether an individual can be claimed as a dependent. The client should consult with a tax expert if they have questions about who they can or cannot claim.

If the client plans to claim a foreign tax dependent, include the tax dependent in the household, but do not apply for health care coverage for that person if he or she is not a resident of Minnesota.

- Online application instructions: Answer “No” to the question about whether the tax dependent lives in the household. Enter the primary applicant’s address for the tax dependent, rather than the out-of-country address. (The system does not allow an out-of-country address.)
- Paper application instructions: Answer “No” to the question about whether the tax dependent lives in the household. Enter the tax dependent’s actual out-of-country address for the tax dependent.

Manual account requests. Please allow at least **seven** business days for the manual account request to be processed before contacting the ARC. A user ID and password will be sent to the consumer within these timeframes:

- 3-7 business days if an email was provided on the form.
- 5-9 business days if an address for standard mail was provided on the form.

As we [shared last week](#), at this time, the client’s user ID and password are not being sent to navigators/CACs whose contact information is included on the manual account request form. We apologize for the frustration this has been causing and will notify you through the Navigator Communication when we have a new procedure in place.

Applications submitted to counties and case association. You must submit a signed and completed Case Association Form ([DHS-4790](#)) to the ARC for any applications you submit to the county for processing, this includes when submitting a DHS-6696 or a DHS-3876. This is the only way these applications can be tracked for payment. Please let the ARC know if your agency has submitted a DHS-6696 to the county prior to today.

Reminders

Navigators and Certified Application Counselors must complete new courses prior to November 15. All currently certified navigators and Certified Application Counselors (CACs) are required to complete the first step to recertify for 2015 Open Enrollment. The first step is to complete and pass assigned “Handling MN Information Securely” courses. Instructions for how to complete this step are available on the [Navigator/CAC resource page](#). All certified assisters must complete this step, even if recently certified or currently in the certification process. These

new courses are not included in the existing certification training and contain new information that assisters are required to know.

MNsured 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.

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

- Friday, October 10, 12:30 – 1:30 pm
- 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 for qualified individuals.

Enroll America webinar series prepares navigators for Open Enrollment. With less than 50 days until the second open enrollment period (OE2), Enroll America has launched 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.

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.** Work on processing third quarter 2014 per enrollee payments has begun. 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 complete and training emails were sent October 8. 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 for navigators/CACs is underway.** All currently certified navigators and Certified Application Counselors (CACs) are required to complete a recertification process for open enrollment. The first step, completing and passing “Handling MN Information Securely” courses is now available. Navigators will not be listed on MNSure’s online directory after November 15 until they have completed recertification. More information on how to recertify is available on the [navigator/CAC resource page](#).
- **New navigator/CAC contracts.** We are processing new navigator and CAC contracts. We also anticipate that sometime in October we will start amending all current navigator contracts to extend into 2015.
- **Paper applications.** We are currently processing applications received on or before September 15. 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 application errors and life changes for qualified health plans.** For consumers enrolled in a qualified health plan, we are able to process all reported application errors and life changes (except a consumer request to cancel their plan).

- **Processing application errors and life changes for Medical Assistance and MinnesotaCare.** For Medical Assistance (MA) and MinnesotaCare consumers, we are able to add newborns and correct 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.

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](#)