



October 17, 2014

Announcements

Upcoming online system outages. Please be prepared for an increase in system outages as we near open enrollment, particularly over weekends. Both MNSure and the Federal Hub (which MNSure uses to verify identify, income and other information) will need to take services off-line for extended periods of time in order to prepare the online application process for open enrollment. We do not have a complete schedule of these outages because they are dependent on when updates are ready to be deployed. Here is the best information we can provide at this time:

- CMS has announced the Federal Hub will be unavailable from 7:00 am to 7:00 pm on Saturday, October 18. MNSure's online application and account services will be unavailable during this time.
- MNSure is anticipating that prior to November 15, there will be a four day period when the online application and account services will be unavailable (two weekdays and a weekend). Our best estimate at this time is around the weekend of November 1.
- The most current information about system outages will be posted on [MNSure's homepage](#).

MNSure Contact Center hours:

- Prior to November 15:
 - 8:00 am to 6:00 pm, Monday – Friday
 - Open for normal business hours on Veteran's Day, Tuesday, November 11
- During Open Enrollment (November 15 – February 15):
 - 8:00 am to 8:00 pm, Monday – Friday
 - 8:00 am to 4:30 pm, Saturday and Sunday
- The Assister Resource Center (ARC) will also have expanded hours of operation during Open Enrollment (to be announced soon).

News

Reminder of 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.

Updated instructions for Navigators and Certified Application Counselors recertification.

All navigators and Certified Application Counselors (CACs) are required 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. Those who used an existing email account to log in may have found that none of the courses were assigned. We have updated the [recertification instructions](#) to explain how to correct this situation.

MNsire board seeks Advisory Committee applicants. Applicants are being sought to fill open seats on the Consumer and Small Employer Advisory Committee and the Health Industry Advisory Committee. These Advisory Committees provide guidance, advice and recommendations to the MNsure Board as it carries out its mission. The Consumer and Small Employer Advisory Committee seeks members who represent diverse consumer and small-employer perspectives related to MNsure. The Health Industry Advisory Committee seeks members with experience and technical expertise within the health industry. 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.

Navigator program evaluation underway. MNsure is working with an external evaluation firm, The Improve Group, to conduct an evaluation of the navigator program. The purpose of this third-party evaluation is to learn from navigators and grantees about what is going well and what MNsure can do to improve the programs moving forward. MNsure highly values your insights and opinions—navigators and grantees are the ones working with consumers in their communities on a daily basis. Your feedback will help MNsure incorporate lessons learned into improvements that will better meet the needs of navigators, grantees, and the consumers you serve.

Over the next couple of weeks, you will be approached by the Improve Group to participate in the evaluation. First, all navigators will be receiving a survey via email. Although you may have participated in surveys about program operations at various points, this survey is being conducted to inform program improvement and future practices. Interviews will also be conducted with select navigator and outreach and enrollment grantee organizations. These survey and interview opportunities will enable you to provide confidential feedback about your experiences to MNsure and play a role in shaping future policies and operations of the navigator and grantee programs.

Reminders

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

- 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 - there is still an opportunity to attend the two-day event

in Duluth (October 20-21) and Mankato (October 28-29). 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. Handouts from the event are available on the Minnesota Council of Nonprofit's [website](#).

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 November 5, 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 is continuing. 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. The next round of certification processing is in progress and emails are expected to be sent by October 17.
- **Training upload for certification.** The training upload of new assisters into the MNSure Learning Center is completed at the beginning of each month. A special mid-month upload

is in process for roster submissions received on or before October 16. 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 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. All certified assisters must complete this step, even if recently certified or currently in the certification process. More information on how to recertify is available on the [navigator/CAC resource page](#).
- **Extending existing navigator contracts.** MNsure will work with all navigator organizations to ensure that your navigator contract is extended prior to the current expiration date of December 31, 2014. We will provide more information as soon as it is available.
- **Paper applications.** We are currently processing applications received on or before September 19. 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](#)