



**October 30, 2014**

## **Announcements**

**Preparation for open enrollment continues.** Please remember that it will be necessary to take application and account services offline for periods to prepare for open enrollment. MNSure also needs to take our system offline when the Federal Hub (which MNSure uses to verify identity, income and other information) is unavailable. We do not have an exact schedule of when the system will be offline, but here is the best information we can provide at this time:

- Online services are expected to be available this weekend.
- Prior to November 15, there will be an extended period when online application and account services will be unavailable.
- The most current information about information about system availability will be posted on [MNSure's homepage](#).
- The MNSure Contact Center will continue to be open during normal business hours (Monday to Friday, 8:00 am to 6:00 pm) from now until open enrollment, including Veteran's Day (November 11).

**Second step for recertification available soon.** Navigators and Certified Application Counselors (CACs) who have completed the [first step](#) of the recertification process should expect to receive an email with instructions for how to complete the final step – a privacy and security attestation. Going forward, individuals will receive the email for completing the attestation after they have completed the privacy and security training. Please be sure to complete these steps prior to November 14. Instructions are available on the [navigator/CAC resource page](#).

## **News**

**Expanded Assister Resource Center (ARC) services begin November 15.** We are working to provide navigators and Certified Application Counselors with expanded services through the Assister Resource Center during open enrollment. We are happy to announce two changes that will take effect November 15:

- The ARC will have expanded hours. Monday through Friday – 8:00 am until 8:00 pm. Saturday – 8:00 am until 4:30 pm.
- If the client you are working with cannot remember their user name and/or password, navigators and CACs will be able to call the ARC instead of the MNSure Contact Center to get that information (the client must be present).

However, due to open enrollment preparations, some back office processes will be delayed. We ask for your patience as we work to implement more streamlined procedures for certifying new navigators and CACs.

**MNsure.org getting a refresh prior to open enrollment.** MNsure will soon unveil a more user-friendly website to make finding information simpler. The refresh will include a new homepage design, improved navigation and new typography to make scanning and reading content easier. Look for the following changes to be implemented by November 5:

- Highly visible action buttons placed at the top of the homepage.
- FAQs, the Assister Directory, and Enrollment Events will be displayed as icons and positioned higher on the page for easy access.
- Get Help section will become one of the three main categories (replacing “Assisters”).
- The Assisters section is changed to “For Assisters” and the link will move to the very top of each page by the search function. This will help clarify who this section is for and reduce confusion for consumers.
- The heading style is being changed to make scanning and reading content easier across the site.
- Navigation text will be larger, easier to see and read.
- Clearer explanation of the difference between Find a Plan and Create an Account & Apply options.

We are also implementing other changes that will improve the online experience for consumers and assisters. The refreshed website will prominently feature an improved and searchable Assister Directory. And we are redesigning our Navigator/CAC Resource page as the Navigator One Stop, where assisters will be able to easily locate the information and resources they need to help consumers successfully apply.

**Health insurance companies sending out renewal notices.** As open enrollment nears, insurance companies are starting to send out renewal notices to their customers. Some consumers may see an increase in their premiums. Please remind your clients to return to MNsure to shop for a 2015 plan with the benefits, provider network and price that works for them. Enrolling in a qualified health plan through MNsure is the only way consumers can access financial help like tax credits and cost sharing reductions. Even if a consumer didn’t qualify for financial help in 2014, many will qualify in 2015.

To help prepare you to assist your clients with the renewal process, we are sharing sample renewal notices from insurance companies:

- [Blue Cross Blue Shield BlueBasic renewal notice](#)
- [Blue Cross Blue Shield \(with APTCs\) generic renewal notice](#)
- [Blue Cross Blue Shield \(with APTCs and CSRs\) generic renewal notice](#)
- [HealthPartners Key \\$1000 Gold renewal notice](#)
- [HealthPartners Catastrophic Age-Off notice](#)
- [HealthPartners generic renewal notice](#)
- [PreferredOne notice to MNsure clients](#)
- [Medica standard notice cover letter](#)
- [Medica Frequently Asked Questions](#)
- [UCare renewal notice](#)
- [UCare renewal cover letter](#)

**Sign up for MNsure regional networking events (space is limited).** We are continuing to hold Regional Networking Events for key stakeholders across the state of Minnesota. These events are designed to create opportunities for you to establish and build relationships among navigators, brokers, county departments of human services, Certified Application Counselors, outreach grantees and other community agencies that help enroll participants in insurance affordability programs (i.e., Medical Assistance, MinnesotaCare and Qualified Health Plans) available through MNsure.

Please click on the links below to RSVP to attend. Additional networking events will be planned for the Hennepin and Ramsey-based stakeholders in November.

Each event will be held from 11:00 am – 1:00 pm. Lunch will be provided.

- Friday, Oct 31: Duluth – Canal Park Lodge ([register](#))
- Monday, Nov 3: Rochester – Willow Creek Golf Course ([register](#))
- Wednesday, Nov 5: Marshall – SMSU ([register](#))
- Thursday, Nov 6: Brainerd – Cragun’s ([register](#))
- Friday, Nov 7: Bemidji – Sparkling Waters Restaurant ([register](#))

## Resources

**Enroll America webinar series provides insights for Open Enrollment.** Enroll America, a nonpartisan nonprofit organization focused on maximizing the number of Americans who enroll in health coverage, has completed a [series of webinars](#) on a wide array of outreach, education, and enrollment topics to help get #Ready4OE2. Recordings and slides from these webinars are available on their [website](#).

**Renewal talking points available.** MNsure has developed a [QHP Renewal Overview](#) that provides navigators with talking points to use with consumers who have questions about renewing during open enrollment.

**“My MNsure Online Account Information” form for use with consumers.** MNsure has partnered with navigators to develop a [“MNsure Online Account Information”](#) form that assisters can use to help clients keep track of their online account information. Encourage consumers to write down important account information like their username, password and verification questions. Consumers should retain the information for future reference. Navigators and CACs should not keep any account information.

## Reminders

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

- 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

### 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 November 12, 1:00 – 3:30 pm, at MNsure’s offices on 81 East 7th Street, St. Paul.
- MNsure Health Industry Advisory Committee will meet November 13, 2:30 – 5:00 pm, at UCare, 500 Stinson Boulevard NE, Minneapolis.

## Updates

- **Navigator payments.** Reported payment issues from first quarter 2014 have been resolved and payments were recently sent out. We are currently working on processing third quarter 2014 per enrollee payments.
- **Certification of new navigators/CACs.** As mentioned above, we ask for your patience as we implement a more streamlined procedure for certifying new navigators and CACs. This may result in short-term delays in new certifications.
- **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 available now and takes approximately 2 hours to complete. Once individuals have completed the first step, they will be sent an email to complete a privacy and security attestation. Navigators will not be listed on MNsure’s online directory starting 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 23. 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](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](#)