



November 6, 2014

Highlights from this week's communication

- Important open enrollment news, including renewal steps (attachment)
- Updated forms available, including the DHS-6696 (Application for Health Coverage and Help Paying Costs) and DHS-4790 (Assister Case Association Form)
- New and updated resources, including a guide to online error codes, new marketing materials and an updated online account information tool

Announcements

Open enrollment news. We want to highlight a few informational items that are important as we approach open enrollment:

- To help prepare assisters for open enrollment, we have prepared a resource, Renewal Steps for QHP and Public Programs (attached), that explains steps you should take with consumers who need assistance renewing their health care coverage. These steps are based on the information we know now. We may adjust these steps as we make final updates to the system.
- We are anticipating that MNSure's online application and account services will be unavailable from Monday, November 10 at 6:00 pm through Thursday morning, November 13 at 6:00 am to implement final updates for open enrollment. In addition, there continue to be unannounced times when MNSure needs to take our system offline because the Federal Hub is unavailable. The schedule is subject to change, so check our [System Notices](#) webpage to find the latest information. We apologize for the inconvenience this causes our assisters and consumers.
- For more information on our preparations for open enrollment, view MNSure's recent press release, [MNSure Preps New and Returning Enrollees for 2015 Open Enrollment](#).

White House invites health insurance exchange partners to conference call. You are invited to join a conference call on Friday, November 7 at 3:00 pm CT with President Barack Obama and Department of Health and Human Services (HHS) Secretary Sylvia M. Burwell to discuss the upcoming open enrollment period for the health insurance marketplaces under the Affordable Care Act. To participate, Dial: 866-615-1886, PIN: 343730 (please join 5-7 minutes early to avoid connection delays)

Recertification update. Navigators and Certified Application Counselors (CACs) who have completed the [first step](#) of the recertification process should have received a secure email with

instructions for how to complete the final step – a privacy and security attestation. We know there were some individuals who had completed the training who did not receive the email. We identified the cause of this problem and those assisters should have received their email on Thursday. Going forward, individuals will receive the email within a few business days of completing the privacy and security training. If you have not started the recertification process, we urge you to follow the [instructions](#) we have created to help you get through the process efficiently. **Navigators/CACs who have not completed the process by November 14 will be listed as “uncertified” in our records and will not be able to get assistance from the ARC or other contact centers.**

News

Updated Application for Health Coverage and Help Paying Costs (DHS-6696) now available. A new version of the paper [Application for Health Coverage and Help Paying Costs](#) (DHS-6696) is now available on eDocs (dated 11-14). Please begin to use the new version of the DHS-6696 immediately. We will share more details on how the application has changed from the last version soon. In addition to downloading the application from [eDocs](#), the new version can be ordered in bulk from the DHS [order fulfillment website](#).

Updated Assister Case Association Form (DHS-4790). Recently the ARC has made updates to the [Assister Case Association Form](#) (DHS-4790) to help clarify the procedure for associating assisters to applications that have been submitted, either to MNsure or the county. Please remember that all fields of this form must be complete, or the case association will not be entered.

Updates to the form include the following:

- Please include the name of your assister organization, along with your email address (which allows ARC staff to send an email confirmation of receipt of the complete form).
- Note the form now asks for the “Primary Applicant Name” instead of the “Head of Household.”
- Indicate the type of application submitted (paper or online).
- You must select one of the following options:
 - Select Option 1 if an application was submitted to the county (indicate which type of application – DHS-3876 or DHS-6696). If the application was submitted to a county, the Assister Case Association Form will allow an assister to be associated with the case for payment purposes only.
 - Select Option 2 if the application was submitted to MNsure (indicate whether it was an online or paper application). If the application was submitted to MNsure, the Assister Case Association Form will allow an assister to be associated with the case for payment and information sharing purposes.

Please contact the ARC with any questions regarding this form and the changes that have been made.

New eligibility notices temporarily suspended. New eligibility notices for individuals enrolling in Medical Assistance, MinnesotaCare and qualified health plans are currently not being mailed. We have suspended mailing the notices because we discovered a problem with notice content.

We are working with vendors to resolve this problem and hope to resume mailing notices as soon as possible.

Resources

Guide to online error codes. We have released a new document that provides information on various error codes you may encounter during the online application process. The resource, [Guide to Online Error Codes](#), includes a brief description of what may have caused that error code and steps the assister and consumer can take.

MNsure releasing new marketing materials in advance of open enrollment. We urge you to keep an eye on the [Outreach Materials Order Site](#) where there are some new items available for open enrollment, and more will be coming soon (most of these items are also being translated):

- We just released a tri-fold Open Enrollment 2015 Consumer Brochure that can be downloaded as a PDF. It will be available for bulk order soon.
- Don't forget to take advantage of the 2015 Income Guidelines and Help flyer that we released in September that is a useful screening tool to use with consumers. This item can be bulk ordered.
- Coming soon are an updated American Indian brochure and a two-page fact sheet.
- Also coming soon are two customizable tools for our assisters – an appointment card and event flyer.

Updated My MNsure Online Account Information tool. We have heard concerns from navigators that the [account information tool](#) we developed to use with consumers included a field for the Assister ID. We have removed that field and uploaded the document as a fillable form so you can customize the tool by adding your organization's logo and contact information. We have also updated the tool to reflect changes to the security questions that will go into effect on Monday (three current questions are being removed and replaced with three new questions).

Navigating the refreshed MNsure.org. As we reported last week, MNsure has refreshed our website to create a better user experience for open enrollment. We have heard that some assisters have had trouble finding the "Create Account & Apply" button. The quickest way to get to this screen is to click on "Financial Assistance" under "Quick Links" on the homepage (review the screen shots in our [guide](#)). Beginning on November 15, the mnsure.org homepage will prominently feature orange "New Coverage" and "Renew Coverage" buttons that will link directly to the respective pages in the Individuals & Families section.

Reminders

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

- Thursday, November 20, 12:30 – 1:30 pm
- Thursday, December 4, 12:30 – 1:30 pm
- Thursday, December 18, 12:30 – 1:30 pm

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

Conference code: 6278187032

Did you know?

Did you know that consumers should report their spouse's income on the MNsure application even if they are married?

- If an applicant is married, the spouse's income must be included on the application even if the spouse does not live in the home or if they are not filing a joint tax return.
- If the spouse does not live in the same home as the applicant, enter spouse's information, and answer "No" to the question "Does this person live with you?" The spouse's address must be provided.
- If the applicant's spouse does not want coverage, answer "No" to the question "Does this person need health coverage?"

Upcoming Events

Upcoming MNsure meetings.

- MNsure Board of Directors will meet November 19, 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.** 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 recently sent out.
- **Training upload for certification.** The training upload of new assisters into the MNsure Learning Center is completed at the beginning of each month. The November 1 upload is complete and training emails were sent this week. Submit your updated roster by December 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 must be complete prior to November 15.** All currently certified navigators and Certified Application Counselors (CACs) are required to complete a recertification process for open enrollment. Those who have not completed the process by November 14 will be listed as “uncertified” in our records and will not be able to get assistance from the ARC or other contact centers. Please follow the steps for recertification that are outlined in our [Instructions for Navigator/CAC Recertification](#) document.
- **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 October 6. 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 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). We have already processed approximately 13,000 life changes and have fewer than 2,000 that remain to be resolved.
- **Processing application errors and life changes for Medical Assistance and MinnesotaCare.** The Department of Human Services and counties are engaged in an intensive effort to process reported application errors and 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](#)