



November 19, 2014

## System Update

During open enrollment, it is a priority for us to maximize the amount of time that MNSure's online application and account services are available. Since the 8:00 am launch last Saturday, the website has been available from 6:00 am to midnight every day. We have confined all system updates to the midnight to 6:00 am window. However, it will be necessary to have an extended maintenance window over the weekend to implement important updates. **MNSure's online application and account services will be unavailable from 6:00 pm on Saturday, November 22 until 8:00 am on Sunday, November 23.**

## Open Enrollment and Public Health Care Programs

Open enrollment is off to a great start! With your help, over 315,000 people have enrolled in public health care programs (Medical Assistance and MinnesotaCare) since October 2013. We want to provide you with more information about public programs during open enrollment.

### Renewals for Current Enrollees

Consumers already enrolled in public health care programs should continue to wait for instructions before renewing coverage for 2015. Please do not instruct them to reapply.

### New Applicants

We encourage you to continue to use the [MNSure website](#) for new applicants. Reasons for applying online include:

- Consumers have an improved experience with the launch of the new website on November 15 (today's press release, [Consumer Experience Dramatically Improves With MNSure's 2nd Open Enrollment](#), provides more details)
- Consumers set up their own account and create their own password.
- Consumers avoid delays experienced with submitting an incomplete paper application.
- Consumers have their application processed immediately; the system verifies program eligibility requirements electronically.

- Assistors are able to check on the status of a client's application more quickly, avoiding the recommended 10-business-day waiting period for paper applications.

We know identity proofing to set up an online account is challenging for some consumers. We have just launched an [updated process](#) that enables assistors (if authorized by the consumer) to access account credentials. Please use the [Online Account Request Form](#) to request accounts for these consumers. Here are some tips to ensure a faster turnaround for these requests:

- Make sure the form is filled out completely and correctly and all required documentation is submitted. A common problem is missing documentation, or submitting the wrong types of documentation.
- Make sure all documents are clear and easy to read before sending them. Faxing copies of documents can result in the documents being blurry and difficult to read. This will delay processing.
- Fax or email the request to the Assistor Resource Center (ARC). Fax requests to 651-431-7572, or email them to [navigators@mnsure.org](mailto:navigators@mnsure.org) using a secure email.

The MNsure [Application for Health Coverage and Help Paying Costs](#) (DHS-6696) continues to be available for those who need it.