



November 21, 2014

Highlights from this week's communication

- Resources available from Thursday's enrollment update webinar
- Add your outreach and enrollment events to MNsure's online calendar!
- Translated marketing materials available for order

Announcements

Online application services unavailable Saturday evening. As we announced on Wednesday, 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. It is a priority for us to maximize the amount of time that MNsure's online application and account services are available. However, there are times when it is necessary to have an extended maintenance window to implement important updates. We will try to provide as much advance notice as possible.

MNsurance launches new online enrollment events calendar. MNsure has launched a new [online events calendar](#) to help consumers connect with information and enrollment opportunities in their area. Our MNsure partners now have access to upload their own events to the calendar. We are excited to unroll this new tool in MNsure's outreach kit – and more excited for what it will mean to our assisters, partners and consumers. We've developed [step-by-step instructions](#) to help you get started broadcasting your enrollment and outreach events in your neighborhood.

Next week is "Assister Week"! Next week, MNsure will be emphasizing the importance of accessing free, in-person assistance from certified navigator and brokers. We will be issuing a press release on Monday and following that with a social media campaign. Our marketing will highlight the searchable assister directory, updated enrollment events calendar and new pop-up "enrollment centers". Look for more information on our website, Facebook page and twitter next week. MNsure will continue to highlight the availability of help from navigators and brokers throughout open enrollment.

News

Resources from Thursday's enrollment update webinar. On Thursday, we held a webinar to provide MNsure assisters with a variety of updates related to open enrollment and renewals. The [PowerPoint slides](#) and the [MNsurance Renewal Scenarios Tool](#) are now available online. A recording of the webinar and an FAQ should be available early next week. For those of you who were not able to participate, we urge you to review the [PowerPoint slides](#) for more information about known online application issues. Also, please [review the steps](#) we shared with some assisters for how to report any errors you may encounter during the online application. We

greatly appreciate your assistance in helping us identify the source of these issues quickly so we can improve the future experience for consumers.

Minnesota's high-risk pool (MCHA) closes December 31, 2014. Approximately 7,000 Minnesotans currently enrolled in coverage through Minnesota Comprehensive Health Association (MCHA), the state's high-risk pool, will lose that health care coverage on December 31, 2014. If otherwise eligible, these individuals will qualify for a special enrollment period to enroll in a QHP through MNsure due to loss of MCHA coverage.

These MCHA enrollees should apply online through MNsure between November 15, 2014 and December 15, 2014 to determine their eligibility for 2015 coverage through a qualified health plan. Applicants can choose whether or not they wish to apply for financial help. If the applicant is eligible for QHP coverage, the consumer's coverage can begin January 1, 2015.

Our website includes an [FAQ on MCHA](#) that provides additional information on what steps MCHA enrollees will need to take if they apply for coverage through MNsure after December 15.

Act immediately to renew your MNsure navigator contract. There are still some navigator organizations that have not submitted a [Navigator Contract Continuation or Completion form](#) to extend their contract beyond December 31, 2014. It is imperative that we receive this form as soon as possible so that your organization can continue working as a MNsure Navigator after December 31, 2014, at which point your current contract will expire. If your contract expires without an extension being completed you will no longer be listed in the MNsure Assister Directory and will lose access to the MNsure system. Certified Application Counselor (CAC) contracts do not expire on December 31 and CAC entities do not need to take action at this time.

Assister recertification update. All currently certified navigators and Certified Application Counselors that completed Step One of the recertification process should have received an email informing them that they are recertified for open enrollment. If you have not completed Step One, please do this immediately ([instructions are online](#)). We are processing completed recertifications every business day. We will update you in early December on how to complete Step Two (assisters will have until December 31, 2014 to complete Step Two).

Resources

New MNsure marketing materials now available. We urge you to visit the [Outreach Materials Order Site](#) to access new marketing materials for open enrollment.

Currently available:

- 2015 Consumer Brochure (English)
- 2015 Income Guidelines & Help fact sheet (English, Spanish, Hmong, Somali available)
- 2015 Income Guidelines & Help flyer (English)
- American Indian informational brochure (English)
- Special Enrollment Period flyer (English)

Coming soon:

- 2015 Consumer Brochures in Spanish, Hmong and Somali

- Customizable Appointment Card (will be available in 4 languages and will replace “Wallet Card” that’s currently available)
- Customizable Event Flyer (all content customizable, available English, Spanish, Hmong and Somali)
- Updated MNSure PowerPoint for informational presentations (English)

You will need to [login](#) to see prices and to download or order materials. Please note that items that show “No Image Available” are not yet available for ordering. All navigator and CAC organizations with an active MNSure contract have an account set up. Organizations have been given a budget of \$150 to use to order materials. If you are unsure of your account information, need to change the administrator, or need a password reset, email communications@mnsure.org. Instructions on using the site can be found on the [homepage](#).

Information on paying for Qualified Health Plans. MNSure has an [updated online FAQ](#) that addresses questions that commonly come up for consumers who are changing plans when they renew their QHP coverage.

Reminders

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

- 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

Upcoming Events

Upcoming MNSure meetings.

- MNSure Board of Directors will meet December 3, 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 December 9, 1:00 – 3:30 pm, at MNSure’s offices on 81 East 7th Street, St. Paul.
- MNSure Health Industry Advisory Committee will meet December 11, 2:30 – 5:00 pm, at UCare, 500 Stinson Boulevard NE, Minneapolis.

Updates

- **Navigator payments.** Navigator organizations may have recently received per enrollee payments from MNSure. These payments reflect reported payment issues from first quarter 2014 that have been resolved. The remittance statements for these payments have not yet been mailed. Navigator organizations have not yet received per enrollee payments for third quarter (July to September) 2014.
- **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 out this week. When submitting a background study release, please include the [new cover sheet](#) to help minimize delays in the process.

- **Training upload for certification.** The training upload of new assisters into the MNsure Learning Center is normally completed at the beginning of each month. However, we did a special mid-month training upload to speed the process of getting assisters certified for open enrollment. Training emails went out this morning. Submit your updated roster by December 1 for new staff to be included in the next training upload.
- **Assister recertification.** All currently certified navigators and Certified Application Counselors (CACs) that have completed Step One of the recertification process have been recertified for open enrollment. Assisters will receive information in early December for how to complete Step Two, the privacy and security attestation, prior to December 31, 2014. Please follow the steps for recertification that are outlined in our [Instructions for Navigator/CAC Recertification](#) document.
- **Extending existing navigator contracts.** To ensure that navigator contracts are extended prior to the current expiration date of December 31, 2014, complete the [Navigator Contract Continuation or Completion Form](#) and **return to MNsure immediately** by email (navigators@mnsure.org) or fax (651-431-7572). Certified Application Counselor (CAC) contracts do not expire on December 31 and CAC entities do not need to take action at this time.
- **Paper applications.** As of November 17, paper applications are now being processed by counties. Please submit paper applications to the county of residence. Although paper applications remain an option for consumers, we encourage assisters to complete online applications with their client.
- **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).
- **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](#)