



December 4, 2014

## Announcements

**ARC fax temporarily unavailable.** We have discovered that there are currently technical problems with the ARC fax line. Please do not send any faxes to the ARC until we notify you that the issue has been resolved. We are unsure of when the issue started, but if you have submitted any time sensitive faxes to the ARC in the last two weeks (such as a background study release, manual account request form, or navigator contract continuation form) please resend that information to the ARC at [navigators@mnsure.org](mailto:navigators@mnsure.org) using a secure email. Once we have determined the nature of the issue, we will notify assisters if you need to take any other action. Until the fax issue is resolved, please send documents to the ARC at [navigators@mnsure.org](mailto:navigators@mnsure.org) using a secure email.

**Extended contact center hours to support consumer and assisters.** To address an expected increase in call volume due to the December 15 deadline for enrolling in a Qualified Health Plan, the MNsure Contact Center and Assister Resource Center (ARC) will have extended hours next weekend:

- Saturday, December 13: 8:00 am – 8:00 pm
- Sunday, December 14: 8:00 am – 8:00 pm
- Monday, December 15: 8:00 am to midnight

MNsurance also issued a [news release](#) today answering some frequently asked questions around the December 15 deadline. We strongly recommend that you review the information.

## News

**MNsurance Renewals Scenario Tool updated.** We have updated the [MNsurance Renewals Scenario Tool](#) to include additional information on public program renewals. Please use the updated version of the tool when working with consumers.

**We apologize for recent issues with the online Assister Directory.** We are updating our online [Assister Directory](#) on a regular basis as we add new assisters and recertified assisters. Earlier this week, there was a short period of time where the directory had incorrect data about city and county locations. This error was corrected Monday afternoon. We apologize for the inconvenience this caused navigators and consumers. Although the error has been corrected, you may still receive calls from consumers out of your service area as people may follow up on information they were given earlier this week. Please apologize on MNsure's behalf and use the online [Assister Directory](#) to help the consumer find an assister in their area. Please report any inaccuracies or updates to directory information to [navigators@mnsure.org](mailto:navigators@mnsure.org).

**“Make a Plan” mobile application training on Friday.** The “Make a Plan” mobile application is an easy-to-use tool that you can download onto any mobile phone or mobile device to collect consumer’s name and cell phone number. This information will be stored in a database that we can use to send consumers proactive communications from MNsure via text messages. Your grassroots organizer can help you access the information your organization collects to contact these consumers directly. Either way, these potential consumers will continue to receive proactive communication until they enroll in a MNsure plan. Learn how to use this new tool to enhance your outreach efforts by participating in a training on Friday, December 5 (a recording of the training will also be made available). Training for IOS devices is from [10:15 – 11:00 am](#) and for Android devices is from [11:30 am – 12:15 pm](#). Click on the link to RSVP and get information on how to join the training.

**Holiday schedule for MNsure Contact Center and Assister Resource Center.** The MNsure Contact Center and Assister Resource Center will have the following hours during the holidays:

- Wednesday, December 24: Open 8:00 am to 2:00 pm
- Thursday, December 25: Closed
- Wednesday, December 31: Open 8:00 am to 5:00 pm
- Thursday, January 1: Closed

**Get help with your MNsure outreach efforts.** MNsure has a strong and vibrant team of organizers to support and amplify your outreach efforts during this year’s open enrollment period. These are seasoned organizers who will help you do what you need to be successful in your outreach over the next few months. Check out our [Grassroots Outreach webpage](#) to learn about grassroots support in your region or community, tools that can help you amplify your outreach efforts and other helpful resources, including a link to the events calendar, Make a Plan mobile app, and contact information for an organizer near you. Whether you are planning an event or need help finding other MNsure partners in your area, the Grassroots organizing team is ready to help!

Have questions, comments, or ideas for our outreach team? Please contact Bethany Snyder, Director of Grassroots Outreach, [Bethany.snyder@state.mn.us](mailto:Bethany.snyder@state.mn.us) or 651-249-0537.

**MNsure highlights outreach efforts during open enrollment.** If you have an interest in being featured, hosting an event, or want to learn more about any of these upcoming events can support your outreach efforts, please contact Bethany Snyder, Director of Grassroots Outreach, [Bethany.snyder@state.mn.us](mailto:Bethany.snyder@state.mn.us) or 651-249-0537.

- **December 8 – 12 is “Pharmacy Week”:** MNsure has partnered with pharmacies across the state to host informational sessions throughout open enrollment. During “Pharmacy Week,” MNsure consumer assisters will provide information on enrollment processes, deadlines, income screenings, and materials at various CVS and Thrifty White pharmacies. All pharmacy events are listed on the [events calendar](#).
- **December 15 – 19 is “Children’s Week”:** Ensuring Minnesota’s children and their parents have access to quality, affordable insurance is a top priority for MNsure. We invite our consumer assistance partners to join us during “Children’s Week” to help reach children and their families across Minnesota and connect them with enrollment assistance. If your organization works with children and families in need, please consider

hosting an enrollment or information event. Grassroots organizers may also contact you to collaborate on this important outreach opportunity.

- **December 22 – 26 is “CAC Week”:** Certified Application Counselors help people work through the process of applying and enrolling as part of their jobs with organizations such as, hospitals, clinics, associations or other groups. They are critical to MNSure and are often the only certified resource in a community to help people enroll. MNSure would like to highlight CACs across the state and the critical role they play in ensuring Minnesotans enroll in a quality, affordable health plan. If your CAC organization is interested in hosting an open house or enrollment event to educate your community members about CACs and MNSure, please contact Bethany Snyder. Grassroots organizers may contact you to collaborate on this outreach opportunity.

## Resources

**Recording of Thursday’s enrollment update webinar is available.** Last month, we held a webinar to provide MNSure assisters with a variety of updates related to open enrollment and renewals. The [recording of the webinar](#) is available. The [PowerPoint slides](#) and the [MNSure Renewal Scenarios Tool](#) are available online last week. The slides on the recording are slightly blurry. Please pull up the PowerPoint slides while viewing/listening to the webinar recording. An FAQ with complete answers to questions asked during the webinar is in development.

## Reminders

**New toll-free number for the Assister Resource Center (ARC).** MNSure reminds you that there is a new Assister Resource Center phone number. Effective immediately, navigators and Certified Application Counselors can reach the ARC by calling 1-844-520-8695 [dial 2].

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

- Thursday, December 18, 12:30 – 1:30 pm
- Wednesday, January 14, 12:30 – 1:30 pm
- Wednesday, January 28, 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 17, 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. We are finalizing payments for third quarter enrollments (July to September 2014) and will provide more information soon on when those payments will be made.
- **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. Please remember that in order to be certified, new assisters must ALSO complete Step One of recertification (privacy and security training). Assisters can complete this privacy and security training at any time during the certification process to avoid unnecessary delays in becoming certified. Please carefully follow the [instructions](#) available on the website. Also, 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 being completed twice a month. Notifications for the last training upload will go out soon. Please submit an updated roster as quickly as possible to have your staff included in the next training upload. Remember that new assisters must also complete the privacy and security training (Step One of recertification) in order to be certified. Individuals are urged to [complete this step](#) at the same time they complete certification training in order to avoid any delays in being certified.
- **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 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. If you have completed Step One but have not received an email notification that you are recertified, please email the ARC immediately ([navigators@mnsure.org](mailto:navigators@mnsure.org)) so we can resolve the issue.
- **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](mailto:navigators@mnsure.org)). Please do not fax the document. 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 strongly encourage assisters to complete online applications with their client. If you have submitted a paper application to the county, you will need to contact the county to confirm it has been received.

## Further Info/Help

If you need answers and/or help:

- email the Assister Resource Center: [navigators@mnsure.org](mailto:navigators@mnsure.org)
- call the Assister Resource Center: 1-844-520-8695 [dial 2]
- check the [Navigator/CAC Resource Page](#)