



December 16, 2014

Announcements

Medical Assistance and MinnesotaCare renewals. Medical Assistance (MA) and MinnesotaCare enrollees who are due for renewal in January can expect to hear from DHS in late December. They do not need to do anything until they receive a notice from DHS. Many will have their coverage renewed automatically and will not need to do anything. Enrollees who need to return a renewal form will have at least 30 days to respond. None of these enrollees will lose coverage before the end of January 2015. We will update you if there are unexpected changes to this timeframe.

Consumers with questions about their MA and MinnesotaCare coverage should contact the DHS Member Help Desk at 651-431-2670 or 800-657-3739, Monday through Friday, 8 am – 5 pm. At this time, the Assister Resource Center (ARC) and MNsure Contact Center are not able to answer questions about Medical Assistance and MinnesotaCare renewals.

Consumers incorrectly enrolled in Medical Assistance. We are aware that a small number of consumers may have been determined eligible for Medical Assistance (MA) in error and enrolled in the program. DHS is reviewing these cases and individuals incorrectly determined eligible for MA will be sent an MA closing notice. Until the situation is corrected, any consumer enrolled in MA is able to use that coverage to obtain health care services (they will not be asked to reimburse the state for using the coverage).

Once DHS is able to close their MA case, the consumer will be eligible for a Special Enrollment Period to enroll in a qualified health plan. Remember that the consumer will need to select a plan by last day of month prior to month they are losing MA in order to avoid gap in coverage.

Further Info/Help

If you need answers and/or help:

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