



December 18, 2014

## Announcements

**Key Messages for MNsure System Issues document updated today.** We are reviewing and updating [this document](#) on a regular basis to make sure we are providing assisters with the most current information on known system issues. When referencing this document, please make sure you are using the most current version by looking at the publish date (upper right-hand corner on the first page) and the date the issue was last reported (listed in the first column for each issue). We recommend bookmarking [this link](#) instead of printing the document to be sure you have the latest information.

## News

**Expanded services available from Assister Resource Center.** As of Thursday, the Assister Resource Center (ARC) has added capacity to help assisters who need support enrolling their clients in a qualified health plan. This includes the ability to process manual enrollments.

**Holiday schedule for MNsure Contact Center and Assister Resource Center.** The MNsure Contact Center and ARC 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

**Please submit case status requests by email.** During this extremely busy open enrollment period, as a courtesy to your fellow assisters, please try to limit your use of over-the-phone case status requests to times when a client is sitting with you. We are experiencing a large volume of phone case status requests which increases ARC wait times for assisters who have a consumer present. Requests submitted via secure email using the [Case Status Request Form](#) will be processed quickly – currently there is no backlog and requests are turned around within a couple business days.

**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) or someone [on the grassroots team](#). Also, stay up-to-date on events and opportunities by checking out our [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 and many of our partner organizations. At an open-house style event with Congressman Ellison earlier this week, more than 50 students received MNsure information and six were able to take time out of their lunch break to enroll in coverage with the help of a navigator. Thanks to NorthPoint, Minneapolis Urban League and other navigator organizations for helping to make sure all those who attended these events received the help they needed. The final Children’s Week event, a MNsure Education and Enrollment Open House, will be hosted by The Family Partnership at their Minneapolis office from 2:00 to 4:00 pm on Friday.
- **December 22 – 26 is “CAC Week”:** Given that they often work at hospitals and clinics, CACs work with Minnesotans who need health insurance most immediately. Their work is incredibly impactful and it’s important that the public learns how the work of CACs could help them find the right coverage through MNsure. That’s why MNsure is partnering with Allina, HCMC, and other CAC organizations to highlight their important work during the upcoming CAC week. The first event will be held on Tuesday, December 23 at Unity Hospital in Fridley from 10:00 am - 12:00 pm.
- **December 29 – January 10 is “Wellness Week”:** MNsure is poised to build on the excitement around leading a healthy lifestyle in the New Year by partnering with Anytime Fitness and YMCA gyms to host open-house enrollment events across the state.

**Three quick tips for making the most of “Make a Plan”.** Whether tabling at a health fair or reconnecting with a second cousin over Thanksgiving dinner, we’re sure you’ve been approached by someone who wasn’t ready to enroll at that second. Whatever the case may be, whenever you encounter someone without insurance, it’s easy and important to help them sign up to receive assistance using MNsure’s new [“Make a Plan” mobile application](#). Below are quick tips for using “Make a Plan” to help the remaining 5% of uninsured Minnesotans find the coverage they need.

- **Have conversations** – It’s a numbers game—talk to a lot of people to find those who need help. With 95% of Minnesotans already insured, it’s inevitable that we’ll talk to many individuals who don’t need assistance finding the right health plan. However, as you well know, it’s critical that we reach the remaining 5%. The more people we talk to, the more people we’ll be able to help [“Make a Plan”](#) to find insurance.
- **Have quality conversations** – Don’t be afraid to push for longer, more meaningful conversations. It’s been proven that if we can get someone to verbalize why taking action on something matters, they’re much more likely to take that action. Encourage the consumer to walk you through not only why, but also when and where they plan to enroll, how they’ll do it, and who will help them—if the consumer remembers your conversation, they’ll likely remember to enroll!
- **Continue the conversation** – Use “Make a Plan” to opt potential consumers in to the mobile campaign so that they can continue interacting with MNsure and be reconnected with you or another assister. This way the potential consumer will receive creative, proactive text messages until they’ve found a plan that works for them.

## Reminders

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

- 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 January 7, 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 January 13, 1:00 – 3:30 pm, at MNSure's offices on 81 East 7th Street, St. Paul.
- MNSure Health Industry Advisory Committee will meet January 15, 2:30 – 5:00 pm, at UCare, 500 Stinson Boulevard NE, Minneapolis.

## Program Updates

- **Navigator payments.** We are in the final stages of processing 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 were sent on Thursday to the latest round of new assisters. Please remember that in order to be certified, new assisters must ALSO complete the [Handling MNSure Information Securely](#) training required for 2015 Open Enrollment. Assisters can complete this at any time during the certification process to avoid unnecessary delays in becoming certified. Please carefully follow the [instructions](#) available on the website.
- **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 went out recently. Please submit an updated roster as quickly as possible to have your staff included in the next training upload, around January 1. Remember that new assisters must also complete Handling MNSure Information Securely training required for 2015 Open Enrollment. 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 (re)certification for 2015.** All currently certified navigators and Certified Application Counselors (CACs) that have completed Step One of the recertification process have been recertified for open enrollment. Those who have completed Step One should have received information for how to complete Step Two, the privacy and security attestation. The privacy and security attestation must be completed by December 31, 2014.

## 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](#)