



January 9, 2014

Announcements

January 15 is deadline for February 1 coverage. Consumers enrolling in a qualified health plan must complete an application and select a plan by 11:59 pm on January 15. In order to provide additional customer service on the deadline day, the MNsure Contact Center and Assister Resource Center (ARC) will be open until 10:00 pm on Thursday, January 15.

News

QHP consumers will receive IRS Form 1095-A from MNsure. By January 31, MNsure will be mailing a form to individuals and families who enrolled in a QHP through MNsure for 2014. This document, the Form 1095-A, provides information that is required for them to file their 2014 taxes if APTC payments were applied to their coverage or if they want to claim the premium tax credit for 2014. We will provide assisters with additional information on this process next week.

MNsure awarded \$34 million federal grant adjustment. On Wednesday, MNsure [announced](#) that we have been awarded a \$34 million federal grant adjustment to accelerate the IT development of MNsure.org, as well as enhance consumer assistance. The additional resources will enable us to accelerate projects that will directly (and indirectly) improve our assisters' experience with MNsure, including consumer website and usability improvements, streamlining the MinnesotaCare premium invoicing process, creating a navigator/broker portal and supporting critical "back office" functions such as data transmission to insurance carriers and federal partners.

Minnesota wins federal approval to continue MinnesotaCare as a Basic Health Plan. The Minnesota Department of Human Services recently [announced](#) that MinnesotaCare has become the first state program funded under the federal Basic Health Plan (BHP). Minnesota is the first state to win approval for this option under the Affordable Care Act. More than 80,000 MinnesotaCare enrollees – mainly parents and adults without children – shouldn't see any changes as a result of the funding change which took effect January 1, 2015. MinnesotaCare was revamped on January 1, 2014 to bring the program into line with the federal requirements for the BHP. Changes included eliminating a 4-month waiting period and an inpatient hospital coverage limit.

Making the most of outreach resources from MNsure. Maximize your outreach potential over the next six weeks by utilizing all of the resources at your disposal:

- From planning and promoting events, to connecting you with brokers, to following up with potential consumers, the [Grassroots Outreach team](#) is eager to make your job easier as we approach the home stretch of open enrollment.
- The [MNsured events calendar](#) is a key source of information for outreach opportunities. Events are approved daily, so make sure to check back frequently. Attending existing events and engaging in creative outreach efforts will help you build deeper relationships within the community and open up new networks of potential consumers.
- Always [be prepared for “Make a Plan” \(MAP\) sign-ups](#). If someone expresses interest in enrolling but – for whatever reason – can’t complete the process on the spot, be sure to Make a Plan. Once you have collected a consumer’s information, she/he will receive proactive follow-up communication from our SMS mobile campaign, prompting them to “Make a Plan” to enroll. What’s more, you will receive daily reports delivered directly to your inbox.

Partner with MNsure on one of our January Theme Weeks. Would you like to help MNsure’s [organizing team](#) reach consumers in your community through Theme Week events? Or do you have an idea about how your organization can partner with MNsure? Please contact Bethany Snyder, Director of Grassroots Outreach, (Bethany.snyder@state.mn.us or 651-249-0537) or someone [on the grassroots team](#)!

- **Wrapping up “Wellness Week”:** In an effort to make sure Minnesotans were thinking about health in the New Year, MNsure partnered with YMCA and Anytime Fitness in 12 cities across the state to provide free, in-person enrollment open houses. The events, which were organized by the Grassroots Outreach team, connected potential consumers with both navigators and brokers. If you participated in Wellness Week, thank you! Your dedication was critical to making this endeavor a successful one. Take a moment to watch the most recent [MNsured Minute](#) featuring Jacek and Gab, who manage Spring Street’s Anytime Fitness in St. Paul and are committed to a holistic approach to healthy living.
- **January 11 – 17 is “Women & Families Week”:** Women make 80% of the health care decision in families, making it critical that MNsure and partners connect mothers who still haven’t found coverage with the information and assistance they need. That’s why MNsure’s grassroots organizing team will be working with organizations committed to increasing family access to health care to execute outreach events aimed at reaching mothers across the state. If your organization works with young families, don’t hesitate to reach out to the [grassroots team](#)!
- **January 18 – 24 is “Health Justice Week”:** Access to quality, affordable healthcare is a human right. Unfortunately, there are persistent and damaging disparities when it comes to who’s able to find insurance. With this in mind, MNsure’s organizers are teaming up with organizations already doing social justice work during the upcoming Health Justice Week. The outreach team is excited to partner with not only organizations focused specifically on healthcare, but also groups concerned with inequality and racial justice in order to reach still uninsured Minnesotans.
- **January 25 – 31 is “Higher Education Week”:** Most students are young enough to stay on their parent’s health plan, but many students at technical and community colleges are too old to take advantage of that provision in the ACA. This is an opportunity for our grassroots organizers to partner with navigator organizations,

campus administrators, and student groups in order to reach uninsured students and young families during Higher Education Week.

Increased focus on outreach to “young invincible” population. “Young Invincibles” are adults between the ages of 26-34 and a key population for MNsure. According to [a recent Star Tribune article](#), “the population of young adults in Hennepin County rose nearly 25 during the past seven years, one of the biggest gains in the nation.” These statistics, in conjunction with the fact that Minnesota has the lowest health insurance rates for millennials in the country, indicates a tremendous opportunity for us. Enrolling young, healthy people through the exchange eventually balances the risk in the overall “pool” and helps to drive down the cost of insurance premiums. Over the next six weeks, be prepared to capitalize on a variety of efforts geared towards this crucial demographic.

“Key Messages for MNsure System Issues” document updated. 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.

Reminders

Training available for MinnesotaCare and Medical Assistance renewals. The Minnesota Department of Human Services (DHS) has released a bulletin, [Medical Assistance and MinnesotaCare Renewal Process for Cases in the New Eligibility System](#) (Bulletin # 14-21-05), that details the renewal process. A course is available in the [MNsure Learning and Certification Portal](#) (search courses for “MA and MinnesotaCare Renewals” or MNSIAPR01”). This is an optional course which is not required for certification. To sign into the portal, you will need your unique key. For most assisters, this is a shortened version of your Assister ID – xxxNxxx or xxxCxxx. For example, if your Assister ID is 999NAV999, your unique key would be 999N999.

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

Health Insurance Basics for MNsure Navigators in Minneapolis. The Minneapolis Urban League and UCare are sponsoring an informational session in Minneapolis to talk about insurance basics, like the difference between copays, coinsurance and deductibles. The event is Tuesday, January 13, from 2:00 – 4:00 pm at the Minneapolis Urban League (2100 Plymouth

Ave N, Minneapolis). Refreshments will be served. An RSVP to 1-855-307-6975 is greatly appreciated.

Upcoming MNsure meetings.

- MNsure Board of Directors next meeting has been moved to January 28, 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

- **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. A new round of certifications will occur the week of January 19. Please remember that in order to be certified, new assisters must ALSO have completed the [Handling MNsure Information Securely](#) training and the MNsure Data Privacy and Security attestation. Assisters can complete these steps 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. Please submit an updated roster as quickly as possible to have your staff included in the next training upload, which will happen mid-January.

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](#)