



January 22, 2014

News

MNSure is seeking your feedback for our FY 2016 Navigator Outreach and Enrollment grant program! MNSure is preparing to release a Request for Proposals (RFP) for our FY 2016 Navigator Outreach and Enrollment grant program (grants will run July 2015 through June 2016). We anticipate releasing the RFP in early March, with proposals due in early April.

Our first step, however, is to finalize a policy statement that lays out the vision for this year's grant program. As we did last year, we have developed a [draft FY 2016 Navigator Outreach and Enrollment Grant Program Policy Statement](#) and are inviting your input as we work to finalize it for approval by MNSure's board in mid-February. Your feedback is important to us! We have already made adjustments to the policy statement in response to comments from our Navigator Stakeholder Group (you can review the [minutes of that discussion](#)). We invite you to review the policy statement and complete a [survey tool](#) to inform our development of the grant program for next year. The survey closes Thursday, January 29 at midnight.

Tax time resources! January not only brings sub-zero temperatures, it also brings the start of tax filing season. This year, the Affordable Care Act means tax filers have some new laws to navigate. However, while you may be experienced in helping clients navigate their way to enrollment in health insurance, you should not provide advice to clients on tax issues. We have developed resources with the information it is appropriate for you to share. If clients have additional questions, we strongly recommend that you refer them to a tax professional.

- **New resource: Consumers eligible for exemptions.** Individuals may qualify for an exemption from the requirement to maintain health insurance coverage. MNSure uses the federal Health Insurance Marketplace to process exemption applications or individuals may claim some exemptions when they file taxes. However, individuals applying for the unaffordable coverage through MNSure exemption will need some information from MNSure. Instructions for how consumers can obtain this information is available on our website at [Exemptions from the Individual Mandate](#).
- **IRS Form 1095-A.** Individuals and families who enrolled in a qualified health plan through MNSure for 2014 will be receiving a form in the mail from MNSure in early February. This document, the Form 1095-A, provides information that they will need to correctly file their 2014 taxes if APTC payments were applied to their coverage or if they want to claim the premium tax credit for 2014. Last week we shared a new resource, [IRS Form 1095-A Information and Key Messages](#), with information that will be helpful for answering clients' questions.

Outreach Focus

The “Make a Plan” mobile app – have you upgraded to the latest version? In case you missed it, the MNsure Outreach team unveiled the most recent “Make a Plan” mobile app upgrade last week - MAP version 1.3! Helpful new features include:

- Optional language field (Spanish, Somali, Hmong)
- Tennessee pop-up screen
- Assister type field (navigator/broker)

To best serve consumers, we ask that all users of the app please upgrade their tablets and mobile devices ASAP. To complete this process, just follow [these 5 easy steps](#). If you have any questions, feel free to reach out to Mychal Vlatkovich at mychal.x.vlatkovich@state.mn.us.

The difference a text message makes - Consumer testimonial. “Having recently found coverage, I can honestly say that I’m glad I signed up for the text message updates. The consistent reminders connected me with resources and kept me informed on important deadlines. All in all, they were a good source of motivation for me to complete the enrollment process.” – Consumer in Duluth

How many consumers are engaging with our text and assister referral campaign? Nearly 1,300 consumers are currently enrolled in our text messaging campaign, having either signed up on their own through Text-to-Enroll, or by signing up with the Make-a-Plan app through you or one of the Grassroots organizers and canvassers. That’s an increase of 35% from last week. Texts to these consumers have increased 135% since last week and will continue steadily through February 15, with all communications pointing consumers to the calendar, the directory, or directly to an assister. Expect leads to keep coming your way!

We’re at the Mall of America! From now through February 15 our [MNsure outreach staff will be engaging MOA shoppers and store employees](#) and connecting them to assisters for enrollment help. Just another way our outreach campaign is reaching and engaging with diverse and uninsured audiences.

Theme Weeks – only two more left! Thank you to all the organizations engaged in this week’s **Health Justice** theme! Next week’s **Higher Ed Week** will feature events throughout the state and is already underway with organizers flying campuses to promote enrollment assistance next week! **Bar and Restaurant Week**, February 1 through 8, concludes the theme weeks with a final push to engage the young invincibles to enroll before the deadline. We’re leaving the final week of open enrollment without a theme so our outreach team can support assisters and consumers!

Calling all story tellers! You’re all doing amazing work assisting consumers with enrollments, and, as always, we’re looking for consumer success stories to share with the public in the final stretch. If you have a consumer who would be willing to share a story (ie: they have coverage for the first time, they can finally get delayed care, they couldn’t have enrolled without you, etc.), please reach out to communications@mnsure.org. Our communications team will call that consumer to talk about their story and how we may like to feature them. Note: We will talk to any consumer, and obtain necessary permissions, before sharing stories. What we’re hoping for from you is their information!

Reminders

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

- Wednesday, January 28, 12:30 – 1:30 pm
- Wednesday, February 11, 12:30 – 1:30 pm
- Wednesday, February 25, 12:30 – 1:30 pm

Toll-free dial-in number: (888) 742-5095

Conference code: 6278187032

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 February 10, 1:00 – 3:30 pm, at MNSure's offices on 81 East 7th Street, St. Paul.
- MNSure Health Industry Advisory Committee will meet February 12, 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 was completed earlier this week. 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. The next round of certifications will begin February 2.
- **Training upload for certification.** The training upload of new assisters into the MNSure Learning Center is being completed twice a month. A new round of training upload was completed earlier this week. Any new assisters whose organization sent updated rosters received between January 1 and January 15 will be receiving their training ID and email by the end of this week. The next round of training uploads will begin February 2. Please submit an updated roster as quickly as possible to have your staff included in the next training upload.

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](#)