



February 5, 2015

Highlights from this week's communication

- Share Governor Dayton's message about "A deadline you don't want to miss"!
- Update on ARC Case Status Request process
- Outreach efforts during final 10 days of open enrollment

End of Open Enrollment Announcements

Online application and account services will be unavailable Monday, February 16.

MNSure's online application and account services will be unavailable on Monday, February 16 to allow us to transition from open enrollment to the special enrollment period. Both the MNSure Contact Center and the Assister Resource Center (ARC) will also be closed on Monday, February 16 in observance of President's Day.

Open enrollment ends Sunday, February 15! February 15 is a critical deadline for many Minnesotans. After open enrollment closes, consumers will not be able to enroll in a qualified health plan unless they experience a [qualifying life event](#). This is true whether they are shopping for a plan through MNSure, or directly from an insurance carrier. Enrolling in coverage by February 15 not only financially protects someone if they have health care needs during the year, but it also helps them avoid an unpleasant tax bill next year. The [financial penalty](#) for not having insurance more than triples in 2015, to \$325 per adult or 2 percent of income, whichever is greater. Minnesotans eligible for Medical Assistance or MinnesotaCare can enroll year round.

Help spread Governor Dayton's message about "A deadline you don't want to miss". On Thursday, Governor Dayton issued an important message to Minnesotans, calling on us to work together to get all Minnesotans the health coverage they need and deserve. "If you have already enrolled in health insurance for this year, thank you! But here's where I need your help. We all know someone who is currently uninsured – a sibling, a high school buddy, even a co-worker. Please spread the word, make sure they know about the upcoming February 15 enrolment deadline and realize the benefits available to them through MNSure." Please share the [Governor's message](#) through social media and help us spread the word about this important deadline!

Extended hours for final week of open enrollment. A reminder that both the MNSure Contact Center and the Assister Resource Center (ARC) will have extended hours next week:

- February 9 through February 13 – 8:00 am to 10:00 pm
- Saturday, February 14 – 8:00 am to midnight

- Sunday, February 15 – 8:00 am to midnight

News

Tax time reminders. As people begin to file their 2014 income tax returns, they will likely notice that the Affordable Care Act has resulted in a few changes. The IRS has [resources available](#) to help explain these changes. However, there are two situations where consumers may need information from MNsure in order to correctly file their taxes.

- **Exemptions from the individual shared responsibility payment.** Beginning in 2014 all individuals are required to have basic health insurance coverage for each month of the calendar year, qualify for an exemption, or pay a fee when they file their IRS tax return. There are several [types of exemptions](#) that consumers can apply for through the [federal health exchange](#), or claim when they file their taxes. One type of exemption – the individual cannot afford the coverage that is available through MNsure – requires the consumer to get information on the cost of plans available through MNsure. We have developed detailed [instructions](#) for how consumers can look up this information on MNsure.org. Consumers can also call the Contact Center at 1-855-366-7873.
- **Advanced Premium Tax Credits.** Individuals and families who enrolled in a qualified health plan through MNsure for 2014 have received, or will soon receive a form in the mail from MNsure. This document, the 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 more information, refer to [IRS Form 1095-A Information and Key Messages](#) and MNsure's [IRS Form 1095-A](#) resource page.

Case Status Request process. We recognize that [Case Status Requests](#) (CSRs) are an important piece of how navigators/CACs are able to help clients successfully enroll in health coverage. However, changes in system access and back-end processes have changed the information the Assister Resource Center (ARC) staff is able to provide. We understand the frustration this may cause, but we hope this update will help set clearer expectations of what ARC staff is now able to do.

- ARC staff can no longer verify if a paper application has been received by the County or what verification(s) are needed until the County enters the paper application into the new eligibility system. As a result, ARC staff frequently must refer CSRs back to the County.
- Applications are no longer assigned to a specific caseworker, so ARC staff are not able to provide caseworker information.
- The ARC staff will no longer provide status updates on old cases in the Legacy system (MAXIS), such as when a case is closed, old case numbers and caseworker information. Navigators/CAC's will need to call the County for this information.
- ARC staff does not have access to MAXIS on the weekends.

Other reminders:

- Please do not submit a [Case Status Request](#) for a paper application if it has been less than 30 days.
- Please try to limit over-the-phone case status requests to times when a client is sitting with you. When calling the ARC, please have the client's information ready such as name, date of birth, social security number, etc.

- Please follow-up with your client or the County or state agency prior to calling the ARC to check the status of a case. Your client may already have the information they need.
- Please complete and send one [Assister Case Association Form](#) (DHS-4790) for each case. Do not fax or email multiple cases together.
- Please do not call the ARC to check the status of a colleague's, friend's or a family member's case.

MNsure Board outlines priorities for \$34 million in federal funds. In January, 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. At last week's meeting, the MNsure Board of Directors presented a proposal for using these funds to enhance consumer experience, enhance program integrity, improve partner capability to provide high quality service, and enhance critical "back office" infrastructure. More information on the proposal is available, including a [PowerPoint](#) (slides 6 through 16) and [video recording](#) of the board meeting.

APTCs save Minnesotans more than \$30 million on health insurance premiums in 2014. In a recent [news release](#), MNsure announced that Minnesotans enrolled in a qualified health plan through the state marketplace saved \$30,958,984.87 in health insurance premiums in 2014. The savings comes from federal Advanced Premium Tax Credits (APTC), available only through MNsure. About 40 percent of people who enrolled in a qualified health plan through MNsure in 2014 received an APTC, with an average annual savings of \$2,225 per person.

Outreach Focus – Final 10 days!

Uninsured consumer referrals. For some of you, consumer lists will keep coming your way through Monday, February 9. Any assister who receives a consumer lead should provide results back to Alison Griffin by Tuesday, February 17. Beginning this weekend, uninsured consumer leads will be pushed to the MNsure events calendar, the directory, and the assisters we know have capacity to handle walk-in appointments. Be sure to [put your events on the calendar](#) this week, and to let us know if you're in the metro and can accept walk-in appointments.

Assister survey and organizer roll-off. We know these final days of open enrollment will be busy, but we hope you'll take a minute the week of February 16 to complete a brief survey on our grassroots outreach and organizing efforts. We'll share a link through the Navigator Communication, and our organizers will send it out to their networks, too. You can also expect a farewell and next steps email from your grassroots organizer during that week. Your insights will be invaluable – stay tuned!

Collecting consumer stories. As always, we're looking for consumers with successful enrollment stories who would be willing to share that story with our communications team and possibly with the media. Please have them contact our communications team at communications@mnsure.org to share their story. And don't worry, our team will provide consent and disclosure forms before sharing stories beyond MNsure. Thank you for your help with this!

"Grassroots Effort for MNsure" – Coverage on Fox 9. In case you're looking for an example of how the efforts of the grassroots organizers translates to assister support and enrollments,

take a couple minutes and [watch this news clip](#). Faisal, one of our organizers, has been working tirelessly in the Somali community of Minneapolis to educate consumers about MNSure and connect them to enrollment resources. Together with the grassroots canvass team, he's connected more than 60 consumers to Somali Health Solutions and other area assisters for enrollment support.

Bryant-Lake Bowl's "Get Covered" event – Bowling, beers and enrollment! On Tuesday night, over 25 people came out to Bryant-Lake Bowl for a one-of-a-kind enrollment offering free food, bowling and drink specials. Co-hosted by the Minnesota AIDS Project and Transgender Health Coalition, in partnership with the Rainbow Health Initiative and Family Tree Clinic, "Get Covered" featured five MNSure navigators and directly addressed the health coverage disparity between LGBTQ and non-LGBTQ consumers. During the event, eight people were enrolled while several others made appointments with navigators for later dates, making the evening both fun and productive. Thank you to all who participated for making this event such a success! For additional bar and restaurant events taking place this week, visit the [events calendar](#).

Reminders

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

- 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 February 18, 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 16.
- **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 15 and January 31 will be receiving their training ID and email by the end of this week. The next round of training uploads will begin February 16. 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](#)