



February 26, 2015

## Highlights from this week's communication

- ARC hours changing March 2
- Medical Assistance and MinnesotaCare renewal notices in the mail
- New resource: Information requirements for adding a newborn

## Announcements

**2016 Open Enrollment period announced.** The Centers for Medicare and Medicaid Services (CMS) has announced that the 2016 Open Enrollment period will run from November 1, 2015, through January 31, 2016.

**ARC hours changing March 2.** Beginning next Monday, new hours for the Assister Resource Center will be Monday through Friday, 8:00 am to 5:00 pm.

**FY 2016 Navigator Outreach and Enrollment Grant RFP to be released March 2.** MNsure will be releasing the Request for Proposals (RFP) for the [FY 2016 Navigator Outreach and Enrollment grant program](#) on Monday, March 2. We will send out a special Navigator Communication on Monday with more information, including a link to the RFP.

**Final opportunity to complete Grassroots Outreach Campaign survey!** If you haven't already, please take a few minutes to [provide us with your feedback](#) on MNsure's Grassroots Outreach Campaign. Your anonymous feedback will allow us to thoroughly evaluate this campaign and plan for the future. [This survey](#) should take no more than 10 minutes and closes this Friday, February 27. Also, take a moment to read a wrap-up of what we accomplished through our grassroots outreach during open enrollment in [Grassroots Outreach – Innovation, Creativity and Connectedness](#).

## News

**Medical Assistance and MinnesotaCare renewal notices going to members.** On February 25, DHS began mailing out renewal notices for members whose MinnesotaCare or Medical Assistance (MA) eligibility was up for January renewal in the new eligibility system. For MinnesotaCare, all members who applied between October 1, 2013, and November 15, 2014, have a January 2015 renewal. For MA, January renewals include members who applied between October 1, 2013, and January 31, 2014.

A member with a case in the new eligibility system and a January 2015 renewal will receive one of two renewal notices:

- [Renewal Notice with Information Summary](#) (Notice of Automatic Renewal). A member will receive this notice if the system is able to automatically renew the member's coverage.
- [Renewal Notice with Pre-populated Renewal Form](#). A member will receive this notice if the system did not have enough information to automatically renew the member's coverage. The member must complete and sign the form and return it within 30 days.

If a member who receives a renewal notice with a pre-populated renewal form does not return the completed and signed form by the deadline, the member will receive a closing notice.

These renewal notices are also available to members through their MNsure accounts. The notices that consumers can see are available on the person record of the primary applicant. Access the person record and select the "Notifications" tab. The notice name will be either "Need to Renew" or "Auto Renew."

If you help any members with their renewals, we have a fax number and a PO box dedicated to renewals. Direct consumers to send their information to:

- Minnesota Health Care Programs, PO Box 64838, St Paul, MN 55164-0838 or
- 651.282.5100 (fax number)

**Per enrollee payment for MA and MinnesotaCare renewals.** Navigators are eligible for a per enrollee payment for working with a consumer who requests assistance with renewing their Medical Assistance or MinnesotaCare coverage. These are members who receive a "Health Care Renewal Notice" that includes the pre-populated "[Renewal Form](#)" that the household must complete, sign and return within 30 days. As with other enrollments, navigators will receive \$25 for assisting with a successful Medical Assistance renewal and \$70 for a successful MinnesotaCare renewal.

Navigators must follow these steps to be associated with the renewal for the purposes of payment.

1. Download and complete the [Assister Case Association Form](#) (DHS-4790, dated 11-14).  
Note: if you have difficulty opening this form, try using a different browser.
  - Select Option 1, "Application Submitted to the County"
  - Where the form asks you to select the type of application submitted, write "Renewal"
2. Submit the form DHS-4790 to the ARC by fax (651-431-7572) or email (navigators@mnsure.org)

Complete one DHS-4790 form per case. Do not fax or email multiple cases together. Also, remember that this will associate you with the case for payment purposes only, you may need to submit a separate Release of Information to the county for information sharing about this case.

**Transitioning to public program enrollees to MNsure.** Since last summer, DHS has been in the process of transitioning individuals currently enrolled through one of our legacy eligibility systems into the new eligibility system through MNsure. This is a renewal for these enrollees, but they follow a different renewal process than those already in the new eligibility system. Enrollees receive a "[Referral to MNsure Letter](#)" that gives them instructions for renewing their

health care coverage through MNsure. They must apply either online through MNsure or with a paper application in order to complete their renewal. Their eligibility for coverage will be determined based on their current circumstances.

Recently DHS sent a "[Referral to MNsure Letter](#)" to approximately 24,000 Interim Medical Assistance (IMA) enrollees and their associated Medical Assistance (MA) spouses and children. The letter includes a username and password to enable them to bypass identity proofing. However, consumers may also choose to use an existing MNsure account, or create an account for themselves.

The [Health Care Program Dashboard Report](#) provides the latest statistics on our progress of this transition process.

**Help us keep our Events Calendar up to date!** To make sure that you are able to move into Special Enrollment and beyond without skipping a beat, we are excited to announce that the online events calendar will be live through June 30! Just one quick reminder: understanding that your availability may be changing as we enter this new phase, we have temporarily disabled all repeating events occurrences continuing past February 15. New events can be submitted as usual via [these instructions](#). Otherwise, if you plan to continue with your regular office hours, please feel free to email Mike McCool at [mike.x.mccool@state.mn.us](mailto:mike.x.mccool@state.mn.us) to have your events re-enabled. More than 2,280 outreach and enrollment events were published during open enrollment, averaging more than 24 events per day and netting a total of 792 RSVPs. We hope that you will continue to take advantage of this opportunity and everything that this powerful tool has to offer.

**Special Enrollment Period (SEP) for those that face tax penalty.** As previously announced, MNsure will offer a SEP for individuals who are required to pay penalty for being uninsured in 2014 as they file their 2014 tax return. This SEP will begin on March 1, 2015, and end on April 30, 2015. We will share details for how a consumer can qualify for this SEP through the Navigator Communication when they are available. Information will also be posted on a special page on [MNsure.org](http://MNsure.org).

**Processing change in circumstances for public program enrollees.** At this time, counties have the instructions and have been trained to process the following change in circumstances for public program enrollees:

- Add a newborn
- Correct name and gender evidence
- Address change within a county
- Add pregnancy for an existing household member
- Close case – Voluntary closure of MA and MCRE
- Close case – New residential address out of state for MA and MCRE

The following procedures are still being developed, but are expected to be released to counties over the next six weeks:

- Add a new household member
- Add coverage for an existing household member
- Address change out of county
- Remove a person

- Income
- Non-MAGI referrals
- Tobacco
- Pregnancy/Complicated cases
- Death: remove a person

## Resources

**Information requirements for adding a newborn to a MNsure case.** As a certified assister, you may help an enrollee report the information needed to add a newborn to the enrollee's existing MNsure case, but you cannot apply on the enrollee's behalf. A new resource, [Add a Newborn Information Requirements for Certified Assisters](#), lists the eligibility information that is needed for a processing agency to add a newborn to an existing MNsure case. If you report the information to the county or state processing agency, the agency must confirm the information with the enrollee before taking action on the case.

**Guide to Special Enrollment: Options and Information.** Remember that MNsure has a [guide](#) to help assisters understand enrollment options now that open enrollment has ended. Included in the guide are instructions for to assister consumers who qualify for a special enrollment period apply for coverage through MNsure.

## Reminders

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

- Wednesday, March 11, 12:30 – 1:30 pm
- Wednesday, March 25, 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 two informational sessions in Minneapolis to talk about insurance basics, like the difference between copays, coinsurance and deductibles. If you have attended before, this is a great opportunity for a refresher!

- Thursday, March 12, from 2:30 – 5:00 pm
- Thursday, June 18, from 2:30 – 5:00 pm

The events will be held at UCare, 500 Stinson Blvd NE in Minneapolis. Refreshments will be served. An RSVP to 1-855-307-6975 is greatly appreciated.

## Upcoming MNsure meetings.

- MNSure Board of Directors will meet Thursday, March 12, 12:00 – 3:00 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 April 21, 1:00 – 3:30 pm, at MNSure's offices on 81 East 7th Street, St. Paul.
- MNSure Health Industry Advisory Committee will meet April 23, 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. 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 March 2.
- **Training upload for certification.** The training upload of new assisters into the MNSure Learning Center is being completed twice a month. The next round of training uploads will begin March 2. Please submit an updated roster as quickly as possible to have your staff included in the next training upload.
- **Navigator payments.** We are in the final stages of processing navigator per enrollee payments for successful enrollments completed between October 1, 2014 and 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](#)