



March 12, 2015

Highlights from this week's communication

- Grant applicant webinar this Friday!
- Update to release-of-information requirements when working with HCEO
- New process for requesting MNsure outreach materials

Announcements

Applicant Webinar for 2016 Navigator Outreach and Enrollment Grants. This Friday, from 10:30 – 11:30 am, MNsure will be hosting an Applicant Webinar for parties interested in responding to the [2016 Navigator Outreach and Enrollment Grant RFP](#). To participate in the webinar, please follow these instructions:

- Click the following link <http://bit.ly/MNsureGrantsRFPWebinar>. You do not need to register in advance, but we recommend you join earlier than 10:30 to make sure the webinar loads properly. You will need to enter your name and email address to join the meeting. You will be able to see the Power Point screen at 10:30 am.
- Call the toll free number to hear the audio portion of the webinar. The toll-free number is **1-888-742-5095**. The conference code is **281 243 6683**.
- If you have technical difficulties accessing the webinar, you can call into the conference line and follow along with a PDF of the slide presentation. The slides will be available on the [Funding Opportunities web page](#) Friday at 10:30 am.
- All lines will be muted during the conference call. You may submit questions during the webinar using the chat feature or submit questions to navigatorgrants@mnsure.org in advance of the webinar.
- The webinar will not be recorded, but a written response to all questions asked during the webinar will be posted on or before March 30 on the [Funding Opportunities web page](#).

Updated Assister Resource Center (ARC) hours. As of March 2, the hours for the ARC have changed to Monday through Friday, 8:00 am to 5:00 pm. Please note that the ARC is closed from 8:00 to 9:00 am on Tuesdays for a weekly team meeting.

Release-of-information forms used by assister organizations. Effective immediately, Health Care Eligibility Operations (HCEO), formerly MinnesotaCare Operations, will accept only the General Consent/Authorization for Release of Information ([DHS-3549](#)) form from an assister organization seeking to have information released to other staff members at the organization besides the specific assister associated with a MNsure case through the application process.

HCEO has found that some assister organizations' release forms do not comply with all authorization requirements and therefore cannot be accepted. HCEO does not have the resources to review forms from each assister organization.

Please use the DHS-3549, rather than your own agency form, when seeking release of information from HCEO. Because DHS has also recommended to county agencies that they accept only the DHS-3549, we suggest that you use the DHS-3549 when seeking release of information from a county.

News

Renewal notices going to consumers enrolled in Medical Assistance or MinnesotaCare.

There are currently three renewal processes happening for consumers enrolled in public programs. Members must follow a different process depending on which eligibility system they used to enroll in coverage (either a legacy system or the new MNsure system). Before helping a client with a renewal, please check which type of renewal notice a consumer has received to make sure the consumer is following the correct process.

- **Members currently enrolled in the new eligibility system (MNsure).** DHS has mailed out renewal notices for members whose MinnesotaCare or Medical Assistance (MA) eligibility was up for January or February renewal in the new eligibility system (MNsure). For MinnesotaCare, all members who applied between October 1, 2013, and November 15, 2014, have a January 2015 renewal. For MA, January and February renewals include members who applied between October 1, 2013, and February 28, 2014. **The members should not attempt to renew online, but should follow the instructions on their renewal notice.** Members will receive one of two 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. The member does not need to take action unless any of the information on the "Information Summary" is incorrect.
 - [Renewal Notice with Pre-populated Renewal Form](#). A member will receive this notice if the system was not able to automatically renew the member's coverage. The member must review, update and sign the form and return it within 30 days. If a member does not return the signed form by the deadline, the member will receive a closing notice.
- **Members transitioning from a legacy eligibility system to the new eligibility system (MNsure).** Since last summer, DHS has been transitioning individuals currently enrolled through one of our legacy eligibility systems into the new eligibility system through MNsure. This is also a renewal for these enrollees, **but these members are strongly encouraged to renew by applying online.** Members will receive the following notices:
 - An information letter telling enrollees about MNsure and the change in the renewal process. Members should not act to renew when they get this letter, but should wait for the Referral to MNsure Letter.
 - [Referral to MNsure Letter](#). This letter will tell enrollees they need to renew their health care coverage through MNsure. They must apply either online through MNsure (strongly encouraged) or with a paper application to complete their renewal. The letter includes a username and password to enable them to bypass identity

proofing. DHS will send a 10-day closing notice to anyone who has not applied and been approved for MA or MinnesotaCare by the deadline.

- **Members renewing coverage in a legacy eligibility system.** DHS sends a Minnesota Health Care Programs Renewal form ([DHS-3418](#)) to MA enrollees who have coverage through a legacy eligibility system and are scheduled to renew their coverage but are not scheduled to transition to the new eligibility system (MNSure). The member must complete the form, sign it and return it by the deadline with any proofs attached. The member will receive a closing notice if the renewal form is not returned by the deadline.

Instructions for including out-of-country tax dependents on applications. MNSure does not allow entry of an out-of-country address. For this reason, for tax dependents living outside the United States, answer the following questions as shown below to ensure other household members applying for coverage receive a correct eligibility determination:

- Online Application:
 - Does the person live with you? **No**
 - Does this person live in Minnesota? **No**
 - Is this person temporarily absent from Minnesota? **Yes**
 - Enter the primary applicant's home address in the Address fields.
 - Does this person plan to make Minnesota his/her home? **No**
 - Did this person enter Minnesota with a job commitment or to seek employment?
No
 - Are you applying for this person? **No**
- Paper Application, Step Two: Persons 2–4
 - Question 7a.
 - Does person live at the same address with you? **No**
 - Address: List the person's actual out-of-country address.
 - Question 10. Does this person want to apply for health care coverage? **No**

New process for requesting MNSure outreach materials. MNSure has developed a new [Outreach Materials Ordering](#) web page for distributing our remaining 2015 outreach materials. MNSure partners (navigators, CACs, agents/brokers, counties and grantees) can submit a completed [order form](#) to communications@mnsure.org. Check the [web page](#) for a current list of what is available. Orders will be fulfilled on a first come, first serve basis, until our supplies run out. The web page also lists additional materials that are available in a PDF format by request.

Reminders

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

- March 25, 12:30 – 1:30 pm
- April 8, 12:30 – 1:30 pm
- April 22, 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 and St. Cloud. UCare is holding informational sessions 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! Refreshments will be served. An RSVP to 1-855-307-6975 is greatly appreciated.

- Minneapolis – March 12, 2:30 – 5:00 pm, held at UCare, 500 Stinson Blvd NE in Minneapolis (co-sponsored by Minneapolis Urban League)
- St. Cloud – April 7, 2:30 – 5:00 pm, held at Great River Regional Library, 1300 W St. Germain St in Saint Cloud (co-sponsored by Mid-Minnesota Legal Aid)
- Minneapolis – June 18, 2:30 – 5:00 pm, held at UCare, 500 Stinson Blvd NE in Minneapolis (co-sponsored by Minneapolis Urban League)

Upcoming MNSure meetings.

- MNSure Board of Directors will meet Wednesday, April 15, 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 April 21, 1:00 – 4:00 pm, at MNSure's offices on 81 East 7th Street, St. Paul.
- MNSure Health Industry Advisory Committee will meet March 19, 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 occur the week of March 16.
- **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 occur the week of March 16. Updated rosters submitted by March 15 will be 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
- call the Assister Resource Center: 1-844-520-8695 [dial 2]

- check the [Navigator/CAC Resource Page](#)