March 26, 2015

Highlights from this week's communication

- MNsure posts responses to applicant questions on grant RFP
- Correct procedure for requesting per enrollee payments for public program renewals
- Upcoming opportunities to learn about Health Insurance Basics in St. Cloud, Virginia and Minneapolis

New feature: Key words help turn the Navigator Communication into an information archive! We send lots of critical information through the Navigator Communication, and even if you read it every week (we hope you do!), we know you cannot possibly remember all the details. We have heard that many assisters move the newsletter to an email folder and search through them for an answer when an issue comes up. Our Navigator Stakeholder Group made a great suggestion – add key words to important topics to assist you in searching for information in the future. So, starting today, you will see that some items have a "key word" added to their header. We've also added a dictionary of key words to the end of the newsletter. We appreciate your feedback as we fine tune this new feature!

Announcements

MNsure posts responses to applicant questions on 2015 Navigator Outreach and Enrollment Grant RFP. MNsure has posted responses to applicant questions posed via email and during the applicant webinar on the Funding Opportunities web page. A PDF of the webinar slide presentation is also available.

The deadline to email questions on the RFP has passed. If you experience a technical difficulty when submitting your proposal through the online process, please email navigatorgrants@mnsure.org. Please note that we will have limited ability to respond to technical issues that arise on April 6.

Remember that proposals are due on or before 1:00 p.m. (CST) on Monday, April 6, 2015.

News

Use of other application and renewal forms by clients up for renewal (key word: pprenewal). DHS has mailed renewal notices to Medical Assistance and MinnesotaCare clients who have January, February and March renewals in the new eligibility system. A client received one of two renewal notices:

- Renewal Notice with Information Summary (Automatically Renewed)
- Renewal Notice with Pre-populated Renewal Form (Need to Renew)

These renewal notices are available to clients through their MNsure accounts.

Clients who need to renew coverage. Clients who need to renew coverage must submit a signed pre-populated renewal form to complete the renewal process. Clients should not use other DHS application or renewal forms in place of the pre-populated renewal form. HCEO will only process renewals based on the pre-populated renewal form. Coverage will close if HCEO does not receive the pre-populated renewal form.

Clients who do not have enough room on the pre-populated renewal form to describe a change may attach extra pages. Clients who report changes on a different form can attach that form to the pre-populated renewal form and submit them together. For example, if a client has a change in employer insurance, she can write "see attached" on the pre-populated renewal form under the "Other Health Insurance" section, and attach the Health Coverage from Jobs form (Appendix A of DHS-6696) to the pre-populated renewal form.

Clients whose coverage automatically renewed. County agencies and HCEO must treat application and renewal forms submitted by clients whose coverage has automatically renewed as reported changes. Changes, verifications and corrections can be processed for cases that have auto-renewed.

No renewal notices in the system. Sometimes the new eligibility system did not create renewal notices for clients up for renewal because of a system defect. These clients should not use other DHS application or renewal forms to complete the renewal process. DHS is aware of these cases and is planning clean-up activities. These clients remain eligible in MMIS. Clients should not take any action until they receive further instructions from DHS.

Process for requesting per enrollee payment for MA and MinnesotaCare renewals (key words: pprenewal, navpayment). Navigators are eligible for a per enrollee payment for working with a consumer who requests assistance with actively 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 are not eligible for per enrollee payments for members who have been automatically renewed into coverage.

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).
    - **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. 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.

Looking Ahead: The Grassroots Outreach team plans for next open enrollment. During the past open enrollment period, the Grassroots Outreach team worked closely with MNsure partners to reach thousands of uninsured Minnesotan. We are now focused on preparing for the next open enrollment period and ensuring you have outreach resources you need to be successful.

To this end, a core team of the Grassroots Outreach team will continue working with MNsure through June 30th to help design an outreach program that builds on the successes realized during the last open enrollment period and capitalizes on opportunities for improvement.

Over the next few months, the Outreach team will be reaching out to navigators, brokers, grantees and various MNsure partners across the state seeking ideas and input as the program takes shape. Feedback will be sought on a variety of topics including: outreach tools and technology (the Make a Plan mobile app and online events calendar), creating partnerships with allied organization and best practices for outreach and community engagement.

If you have any questions about the Grassroots Outreach team's work over the next three months, please contact Bethany Snyder at bethany.snyder@state.mn.us or at 651-249-0537.

MNsure shares plan for engaging with navigators and CACs. This spring and summer, we are really digging into engaging with our navigators and Certified Application Counselors (CACs) to strengthen our relationships with you and get your input on how we can make improvements in the program! Check out our 2015 Navigator and Certified Application Counselor Engagement plan that highlights some of the steps we will be taking. In the near term we will be surveying all of our assisters to get some initial feedback. Later this spring, we will be traveling around the state to have a face-to-face dialogue on important topics. We hope all of our assisters will participate in this important process!

Reminders

COBRA coverage (key word: SEPrules). COBRA coverage is considered Minimal Essential Coverage (MEC). Now that open enrollment is closed, individuals enrolled in COBRA coverage are not able to switch to other coverage until their COBRA benefits are exhausted (the exception are individuals eligible for Medical Assistance or MinnesotaCare). Outside of open enrollment, consumers have two options regarding COBRA coverage:

1. Decline the initial offer of COBRA coverage and qualify for a Special Enrollment Period.
2. Wait until COBRA benefits are exhausted and qualify for a Special Enrollment Period.

Upcoming statewide Navigator/CAC conference calls. The statewide conference call provides an opportunity for all assisters to hear program updates, ask questions and provide feedback. The conference call schedule is as follows:

- 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 St. Cloud, Virginia and Minneapolis. 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.

- St. Cloud – April 7, 2:30 – 5:00 pm, held at Great River Regional Library, 1300 W St. Germain Street in St. Cloud (co-sponsored by Mid-Minnesota Legal Aid)
- Virginia – May 13, 1:30 – 4:00 pm, held at AEOA Central Office, 702 S 3rd Avenue in Virginia (co-sponsored by Arrowhead Economic Opportunity Agency)
- 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 April 23, 2:30 – 5:00 pm, at UCare, 500 Stinson Boulevard NE, Minneapolis.

Program Updates

- **Certification of new navigators/CACs.** The next round of certifications will begin on April 1. Please remember that in order to be certified, assisters must have completed all the following elements:
    - Training courses (Course 1 and Course 2)
    - Submit a Background Study Consent form and pass the background study
    - MNsure's Data Privacy and Security Standards attestation
    - Handling MN Information Securely courses
- **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 on April 1. Updated rosters submitted by March 31 will be included in the next training upload.
- **Navigator payments.** We have processed navigator per enrollee payments for successful enrollments completed between October 1, 2014 and December 31, 2014. Organizations with electronic deposit should receive the payment by early next week. Those requiring a check will receive it shortly after that. The remittance statements for these payments will be emailed to the organization's primary contact soon.

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

Key Word Dictionary

- pprenewal – information on Medical Assistance and MinnesotaCare renewal process
- navpayment – information related to per enrollee payments for navigators
- SEPrules – guidance on Special Enrollment Period policies and procedures