



April 2, 2015

Announcements

Online application services unavailable April 11 and 12. We anticipate that MNSure's online application and account services will be unavailable from 10:00 pm on Friday, April 10 until 6:00 am on Monday, April 13. We apologize for the inconvenient timing given the upcoming tax filing deadline. We will provide any final details on this scheduled down-time in next week's Navigator Communication. Remember that consumers have until April 30, 2015 to take advantage of the [special enrollment period for those that face a tax penalty](#).

Monday is deadline for proposals for 2015 Navigator Outreach and Enrollment Grant RFP. Please remember that proposals for the grant program are being accepted through Monday, April 6, 2015, at 1:00 pm (CST). Be sure to take advantage of the resources we have available on our [Funding Opportunities webpage](#), including the PDF slide presentation from our applicant webinar and the responses to applicant questions.

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

News

Updates to the online application [key word: appupdate]. We are continually making improvements to the system to improve the experience for consumers. Here are some changes that were recently made to the online application that you may encounter when working with consumers:

- **Issue:** The system asks "Is this coverage ending in the next 2 months?" when someone reports only having access to employer-sponsored insurance.
 - **Description of change:** We reworded the question "Is this coverage ending in the next 2 months?" to "Is your access to this coverage ending in the next 2 months?" This quest appears within the Employer screen when consumers indicate they have access to employer-sponsored coverage.
- **Issue:** Consumers could not see the "Enroll in Plans" link within their accounts.
 - **Description of change:** Consumers can now see the "Enroll in Plans" link within their accounts.

What are your navigators up to this spring? Share it on the MNSure Calendar! The MNSure events calendar will be active in its current form through June 30. To help direct

consumers to ongoing MNSure information and assistance in their communities, and to gain an understanding of where our partners are reaching consumers about MNSure, we're asking that you continue to post your outreach activities on our calendar. We have [instructions for how to upload events](#) to the calendar – it's pretty quick and simple. Whether you're hosting your own event or tabling at an existing one, we welcome all public-facing events and activities on the calendar. If you have questions about what should be posted or how to post, contact Alison Griffin at Alison.Griffin@state.mn.us or (651) 216-2369.

Did You Know: April 12-18 is National Library Week (and Tax Day is April 15) – Are you offering enrollment assistance at your local library that week? If so, add it to the calendar and we'll be sure to include it in our media pitches!

Requesting tax penalty SEP success stories. Have you assisted a consumer with enrollment who faced a 2014 tax penalty and was still without 2015 coverage? Do you think they would be willing to share their story of your assistance and their new coverage with MNSure? With the tax filing deadline approaching, we're hoping to highlight the great work you're doing to connect people to coverage and help them minimize 2015 tax penalties. Please reach out to communications@mnsure.org as soon as possible if you have a consumer who'd like to share a story!

Federal funding opportunity. HHS's Office of Minority Health (OMH) has announced the availability of funds for fiscal year 2015 for the [Partnerships to Increase Coverage in Communities II \(PICC II\) Initiative](#). The purpose of the PICC II Initiative is to educate racial and ethnic minority populations, including those that are economically and/or environmentally disadvantaged, and immigrant and refugee populations that are eligible for health insurance coverage through the Health Insurance Marketplace, about the Marketplace, and assist them with enrollment and completion of the application to determine their eligibility and obtain health coverage through the Marketplace. OMH will award 14 to 17 grants ranging from \$200,000 to \$250,000. The application deadline is May 22, 2015, by 5:00 p.m. EDT, and information is available on the [OMH website](#). Applicants in states in which the Federally Facilitated Marketplace (FFM) does not operate may also apply for these funds. However, they must work with the State-based Marketplace (SBM) in their state to receive training and educational materials. Funds awarded under this opportunity may not be used by the grantee or any of its sub-recipients to carry out activities funded through other HHS grants or from a State-based Marketplace for similar outreach, education and enrollment assistance efforts.

Reminders

New key word feature! We are experimenting with a new feature where we include key words along with some of our news items. If you keep your e-newsletters in a folder in your email inbox, you can use the unique key words to more quickly find information on important topics. A [list of these key words](#) is available on our website. We hope this will become a more and more useful option as time passes. We appreciate your feedback as we fine tune this new feature!

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 16. 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 16. Updated rosters submitted by April 15 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. We experienced a slight delay due to some data issues, but organizations with electronic deposit should receive the payment by early next week. Those requiring a check will receive a check by

next week. 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 List

We have moved the [Key Word List](#) to a separate online document.