



April 17, 2015

News

Processing change in circumstances for public program enrollees (keyword: lifeevent).

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 and a new household member
- Correct name and gender evidence
- Address change within a county and outside of county
- Add pregnancy for an existing household member
- Add coverage 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
- Remove a person
- Income

Additional changes in circumstances are currently being reprioritized. A reprioritized list will be issued in the coming weeks.

Minutes from March Navigator and CAC Stakeholder Groups are available. MNsure staff continue to get valuable feedback from navigators, Certified Application Counselors and brokers through our three stakeholder groups. The meetings are not open to the public, but minutes from the meetings are available on the [Navigator/CAC resource page](#). Minutes from the March meeting of the [Navigator Stakeholder Group](#) and [CAC Stakeholder Group](#) have been posted.

Small Business Health Options Program (SHOP). MNsure's Small Business Health Options Program (SHOP) offers health insurance coverage that gives small businesses and nonprofit organizations the same clout in the health insurance market that large companies already enjoy. If you have community members that might benefit from this option, please refer to the [benefits](#) that MNsure SHOP offers. At this time, MNsure has not provided training for navigators to assist small businesses with SHOP enrollment, but you can connect interested businesses with a local [agent/broker](#). If you have more questions about SHOP, please contact the [MNsurance SHOP team](#).

Reminders

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 22, 12:30 – 1:30 pm
- May 6, 12:30 – 1:30 pm
- May 20, 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 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.

- 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, May 13, 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 May 1. Please remember that in order to be certified, assisters must have completed all the following elements (please note that many individuals experience delays in finalizing their certification because they fail to complete the last two items):
 - 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 May 1. Updated rosters submitted by April 30 will be included in the next training

upload. Please remember that once we begin processing a batch of training uploads, it may take several days before an individual receives an email with their training information.

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

The [Key Word List](#) is available as an online document.