



April 23, 2015

Highlights from this week's communication

- Please take our Navigator/CAC survey!
- New Assister Case Association Form (DHS-4790) released
- Update on MinnesotaCare and MA renewal processes

News

Share your feedback through MNSure's navigator/CAC survey! In order to help MNSure's efforts to improve the navigator and Certified Application Counselor (CAC) program, we would like to learn about your experiences as a MNSure assister. Please provide us with your feedback about what is going well and where the program can be improved by [completing our survey](#) by Friday, May 8. All navigators and CACs are encouraged to participate. We anticipate it will take up to 30 minutes of your time. More than 150 navigators and CACs have already completed the survey, and we really appreciate the candid input that will help us better understand your experiences in the field! We'll share results from the survey with the assister community later this spring.

One week left to take advantage of limited-time special enrollment period. MNSure is offering a special enrollment period (SEP) created especially to [minimize the 2015 uninsured tax penalty](#) and get Minnesotans into quality health coverage, but only one week remains to take advantage of this limited-time opportunity, which ends on April 30. Remember that Minnesotans with qualifying life events, such as marriage or the addition of a child to the family, may be eligible for MNSure's [ongoing life events special enrollment period](#).

Updated Assister Case Association Form (DHS-4790) now available! (key word: navpayment). Effectively immediately, please begin to use the [Assister Case Association Form \(DHS-4790\)](#) that is dated 4-15. We have made some improvements to the form to help the Assister Resource Center (ARC) process case associations more effectively.

Please note two important changes:

- If you select "Option 1" (Application Submitted to the County) you are now asked to include the Name, DOB and SSN for all household members, including the primary applicant. The ARC needs this information to make sure the association is made with the correct application in the system.
- If you are a navigator submitting the DHS-4790 in order to request a per enrollee payment for assisting a consumer who receives a "Need-to-Renew" Notice for Medical

Assistance or MinnesotaCare, we have added an option “Public Programs ‘Renewal Form’” for you to select.

As a reminder, “Option 2” on the DHS-4790 is solely for association purposes on a MNsure application. You can use this if you were not able to make the association during the online application process.

The DHS-4790 should be submitted to the ARC by fax (651-431-7572) or secure email (navigators@mnsure.org). Complete one DHS-4790 form per application. Do not fax or email multiple forms together. Remember that you may need to submit a separate [Release of Information \(DHS-3549\)](#) to the county for information sharing about this case.

Process for reporting complaints about your customer service experience. MNsure has a [complaint process](#) in place for consumers and assisters to report concerns about any form of fraud, waste, abuse or ethical violation. Navigators and Certified Application Counselors (CACs) can also use this process to report a complaint if you experience any customer service issues with a MNsure staff member. Using the mnsurecompliancehotline@mnsure.org hotline email provide assisters with a neutral place to report a complaint. All complaints are reviewed by a team of individuals which include Navigator/CAC program management, ARC management and DHS representatives. Individuals will be notified about any resolution to their complaint.

In order to enable us to most effectively investigate a complaint, please include the date and approximate time of day of the incident, who was involved, any supporting evidence, and your contact information.

Renewals in the new system: Notices for January–April 2015 renewals have gone out (key word: pprenewal). The Minnesota Department of Human Services (DHS) has sent renewal notices to members whose MinnesotaCare or Medical Assistance (MA) eligibility was up for January, February, March or April 2015 renewal in the new eligibility system. Notices to those with January renewals were sent in late February. Notices to those with February renewals were sent in early March and to those with March renewals in late March. Notices to those with April renewals were sent in mid-April.

For MinnesotaCare, all members who applied between October 1, 2013, and November 15, 2014, had a January 2015 renewal.

For MA:

- January renewals include members who applied between October 1, 2013, and January 31, 2014;
- February renewals include members who applied between February 1, 2014, and February 28, 2014;
- March renewals include members who applied between March 1, 2014, and March 31, 2014; and
- April renewals include members who applied between April 1, 2014, and April 30, 2014.

A member receives one of two renewal notices:

- [Renewal Notice with Information Summary](#) (Notice of Automatic Renewal). A member receives this notice if the system was able to automatically renew the

member's coverage. The member does not have to take any action if the information shown is correct.

- [Renewal Notice with Pre-populated Renewal Form](#) ("Need-to-Renew" Notice). A member receives this notice if the system was unable to automatically renew the member's coverage. The member must review the form, update it as needed, sign the form and return it within 30 days.

Two tips for helping consumers who "Need-to-Renew":

- Check that the renewal form signature section is completed
- Proofs can be submitted along with the renewal form

Renewals for those transitioning to new system: Referral-to-MNsure notices have been sent to all four transitioning IMA groups (key word: pprenewal). The Minnesota Department of Human Services (DHS) is wrapping up the transition of the remaining interim Medical Assistance (IMA) populations in MMIS, and their affiliated MA household members in MAXIS, to the new eligibility system. These IMA enrollees transitioned in four groups.

- DHS sent a referral-to-MNsure letter to the first of the four IMA groups in January telling the enrollees they needed to renew their health care coverage by applying in the new eligibility system for March 2015 coverage. Coverage ended in MMIS on March 31 for any of these enrollees who had not applied and been approved for MA or MinnesotaCare.
- DHS sent a referral letter to the second of the four IMA groups in February telling the enrollees to renew their coverage by applying in the new eligibility system for April 2015 coverage. Coverage will end in MMIS on April 30 for any of these enrollees who have not applied and been approved for MA or MinnesotaCare.
- DHS sent a referral letter to the third of the four IMA groups in March telling the enrollees to renew their coverage by applying in the new eligibility system for May 2015 coverage. Coverage will end in MMIS on May 31 for any of these enrollees who have not applied and been approved for MA or MinnesotaCare.
- DHS sent a referral letter to the final IMA group April 16 telling the enrollees to renew their coverage by applying in the new eligibility system for June 2015 coverage. Coverage ends in MMIS on June 30 for any of these enrollees who have not applied and been approved for MA or MinnesotaCare.

For information about enrollment counts for all transitioning (conversion) groups, see the [dashboard](#) posted on the CountyLink site.

MNsure seeking to expand partnerships with Minnesota agents and brokers. MNsure will be releasing a Solicitation for Partnership Proposals for the [Broker Enrollment Center Initiative \(BECI\)](#) on Monday, May 4, 2015. The goal for BECI is to build a robust infrastructure of local agent/broker partners to provide no-wrong-door MNsure enrollment assistance. Through the Broker Enrollment Center Initiative, MNsure matches promotional marketing funds for a radio and print advertising campaign with selected partners. MNsure is seeking to expand this initiative which was piloted with six program partners during the 2015 Open Enrollment period.

During the pilot program, some Broker Enrollment Centers developed successful partnerships with navigator organizations. This year, establishing relationships with navigators to provide a total service experience for all uninsured residents of Minnesota will be a goal of the program.

We encourage navigators and CACs to share this joint marketing opportunity with agents and brokers in your area.

Funding opportunity from Minnesota Department of Human Services. The Minnesota Department of Human Services has released a [Request for Proposals \(RFP\) to Provide Outreach, Education, and Assistance to Culturally, Racially, and Ethnically Diverse Communities](#) regarding Minnesota Senior Health Options (MSHO). The RFP is looking for qualified grantees to provide information about MSHO and related health care and long-term services and supports, as well as with enrollment into MSHO. A Responder's Conference will be held on May 12, 2015, proposals are due June 9, 2015, and work is projected to begin August 2015.

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:

- May 6, 12:30 – 1:30 pm
- May 20, 12:30 – 1:30 pm
- June 3, 12:30 – 1:30 pm
- June 17, 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 May 19, 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 May 26, 1:00 – 4:00 pm, at MNsure's offices on 81 East 7th Street, St. Paul.
- MNsure Health Industry Advisory Committee will meet May 21, 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.