



April 30, 2015

Highlights from this week's communication

- Please take our Navigator/CAC survey!
- Online application services unavailable May 3

News

Online application services unavailable May 3. Mnsure's online application and account services will be unavailable from 11:00 pm on Saturday, May 2 until 5:00 pm on Sunday, May 3. We apologize for any inconvenience this may cause.

Share your feedback through Mnsure's navigator/CAC survey. More than 240 navigators and CACs have already completed the survey, but we want to hear from all of you! Please provide your input 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. We really appreciate the candid input that will help us better understand your experiences in the field.

DHS MHCP Member Help Desk experiencing long wait times. DHS MinnesotaCare Operations staff members are currently processing January, February, March and April renewals in the new system. For the next several weeks, the DHS Minnesota Health Care Programs (MHCP) Member Help Desk will be answering calls from MinnesotaCare members who are calling MinnesotaCare Operations directly. As a result, the MHCP Member Help Desk is experiencing a high call volume and long wait times.

Please share the following information with MHCP members and applicants:

Members and applicants trying to reach the help desk should avoid calling other DHS business areas for assistance. Only the MHCP Member Help Desk is able to help a caller because only the help desk has access to the caller's case information. The help desk's peak times are 9:00–11:30 a.m. and 1:30–3:00 p.m. The time with the shortest wait times is 8:00–8:30 a.m.

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:** Some eligibility notices contained incorrect due dates for submitting proof of verification.

- **Description of change:** The due date on eligibility notices should have the correct 10-day, 90-day and 95-day due dates for each requested verification item based on program eligibility.
- **Issue:** The system assigned incorrect Medical Assistance enrollment period effective dates for certain newly enrolled 2015 households. This problem was due to this year's extension of the open enrollment period.
 - **Description of change:** 2015 applicant households should now have the correct 2015 Medical Assistance enrollment period dates.
- **Update:** System-issued eligibility notices now request verification items from non-applying household members whose income and expenses are required to determine Medical Assistance eligibility for applying household members.

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

Updated Assister Case Association Form (DHS-4790) (key word: navpayment). Please make sure 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.

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.

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
- [MNsire'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.