



May 14, 2015

Announcements

Time to renew your CAC contract! Most Certified Application Counselor (CAC) agreements will expire on June 30, 2015. To ensure that these CAC agreements are extended prior to that date, please be sure your organization returns the one-page [CAC Data Sharing Continuation or Completion Form](#) by Friday, May 22. If your organization does not respond by that date, we cannot guarantee that your organization will have a CAC Agreement in place effective July 1, 2015.

MNsure auto-renewals issue. As many of you know, the Minnesota Department of Human Services (DHS) and MN.IT have been working on the annual renewal process for people on Medical Assistance and MinnesotaCare who enrolled through the MNsure IT system. As part of the annual renewal process, we check the same data we checked to determine these enrollees' eligibility originally, such as income, social security income and Medicare status. Currently about 129,000 people are in the renewal process. For about 55,794 of these people, the MNsure system was automatically rechecking eligibility information ("auto-renewing" eligibility).

During testing of these automatic checks a problem was discovered in the MNsure IT system that validates eligibility for MA and MinnesotaCare auto-renewals. MN.IT business analysts and DHS subject matter experts discovered that two types of data transferred from the Federal Data Hub may have resulted in potentially incorrect renewal determinations.

This issue occurred in the system between January and April 2015 and could potentially affect the eligibility of the 55,794 people who have had their eligibility renewed automatically. We are putting in place a system to verify the eligibility of each of the 55,794 people to ensure that they meet eligibility requirements. Another 76,000 people in the renewals process for this same period are not affected by this problem because we are already verifying their information manually, so we can renew their coverage with correct data. MN.IT will correct the issue by the end of May 2015 so that auto-renewals moving forward will not be affected.

Members who may be affected by this system issue do not need to take any action unless they hear from DHS.

News

Memorial Day closure. Both the MNsure Contact Center and the Assister Resource Center (ARC) will be closed on Monday, May 25 in observance of Memorial Day.

Navigator organizations: Help us keep our online Assister Directory up to date! We understand that after open enrollment ends, some organizations may reduce their navigator staff. Please submit an [updated roster](#) to the Assister Resource Center so we can inactivate staff that are no longer available to assist consumers. This will also make sure that consumers are only reaching out to navigators who are prepared to help them. Thank you!

Organizational update. David Van Sant, our Navigator Broker Manager, will be moving on from MNSure. David will be joining United Health Group's Clinical Transformation organization, to lead several new projects within a technology development team supporting their new Patient Centered Care Model program. David has been in state service since November of 2009, and with MNSure since September of 2012. MNSure and our navigator, CAC and broker partners have greatly benefitted from David's strong leadership and his commitment to continuously improve MNSure's Consumer Assistance Program through challenging times. We wish David all the best in his new job, and thank him for his tireless efforts that have put the Consumer Assistance Program on a solid path heading to next open enrollment.

Thank you for participating in our survey! Our Navigator/CAC Survey closed last Friday and more than one third of our assisters participated – that's a great response rate! We really appreciate your candid answers and will be carefully reviewing the results, including the many comments that were shared. We look forward to sharing our analysis of the survey with you in the near future.

Reminders

Solicitation for Partnership Proposals for the Broker Enrollment Center Initiative (BECI).

The goal for the [Broker Enrollment Center Initiative](#) (BECI) is to build a robust infrastructure of local broker partners to provide no-wrong-door MNSure enrollment assistance. MNSure will match promotional marketing funds (such as radio and print advertising campaigns) committed by selected Lead Agencies. During the 2014 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. [The solicitation](#) was released this past Monday and we encourage navigators and CACs to share this joint marketing opportunity with agents and brokers in your area. Proposal applications are due Friday, May 29.

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 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 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.

- 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 28, 2:30 – 5:00 pm, at UCare, 500 Stinson Boulevard NE, Minneapolis.

Program Updates

- **Renewing Certified Application Counselor (CAC) contracts.** Most Certified Application Counselor (CAC) agreements will expire on June 30, 2015. To ensure that these CAC agreements are extended prior to that date, please be sure your organization returns the one-page [CAC Data Sharing Continuation or Completion Form](#) by Friday, May 22. If your organization does not respond by that date, we cannot guarantee that your organization will have a CAC Agreement in place effective July 1, 2015.
- **Certification of new navigators/CACs.** The next round of certifications will begin on May 18. 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 18. Updated rosters submitted by May 15 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.