



May 28, 2015

Announcements

MNsire online application services unavailable May 30 and 31. MNsire has a major IT release scheduled for this weekend. We anticipate that online account and application services will be unavailable all day Saturday and Sunday. Online services are expected to resume at 6:00 am on Monday, June 1.

MNsire online application services WILL be available this weekend, May 30 and 31. A decision was made to delay the IT release that had been scheduled for this weekend. MNsire online application and account services will be available during regular hours, 6 a.m. to midnight this Saturday and Sunday. The release is tentatively scheduled for the weekend of June 6 and 7.

News

MNsire paper application available in Spanish, Russian and Vietnamese. The most recent version of the MNsire Application for Health Coverage and Help Paying Costs (DHS-6696, dated 11-14) is now available on [eDocs](#) in [Spanish](#), [Russian](#) and [Vietnamese](#).

Additional Special Enrollment Period opportunities now available (key word: SEPrules). MNsire has added certain qualifying events that will trigger a Special Enrollment Period (SEP). Some changes to note include:

- Allows an SEP for an enrollee who loses a dependent or is no longer considered a dependent as a result of divorce, legal separation, or the death of an enrollee or dependent.
- Gaining a dependent, through a child support or other court order, triggers an SEP.

MNsire's online resources have been updated to reflect these new rules. Please refer to the [Special Enrollment Detail Chart](#) or download the [Special Enrollment Guide](#) as a PDF.

Minutes from April Navigator and CAC Stakeholder Groups are available. MNsire 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 April meeting of the [Navigator Stakeholder Group](#) and [CAC Stakeholder Group](#) have been posted. Agenda items from these meetings included updates on legislative proposals, IT projects and

the development of core curriculum and role-specific training. There was also discussion about the Broker Enrollment Center Initiative and the Navigator/CAC survey.

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:

- June 3, 12:30 – 1:30 pm
- June 17, 12:30 – 1:30 pm
- (updated) July 8, 12:30 – 1:30 pm
- (updated) July 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 Minneapolis. UCare is holding an informational session in Minneapolis 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. The event will be held June 18, 2:30 – 5:00 pm, at UCare, 500 Stinson Blvd NE in Minneapolis.

Upcoming MNsure meetings.

- MNsure Board of Directors will meet June 17, 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 June 23, 1:00 – 4:00 pm, at MNsure's offices on 81 East 7th Street, St. Paul.
- MNsure Health Industry Advisory Committee will meet June 25, 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](#) immediately. Navigator organizations do not need to respond to this request as all navigator contracts were renewed prior to January 1, 2015.

- **Certification of new navigators/CACs.** The next round of certifications will begin on June 2. 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
 - [MNsured'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 June 2. Updated rosters submitted by June 1 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.