



June 4, 2015

Announcements

MNSure online application services unavailable June 6 and 7. MNSure's online application and account services are anticipated to be unavailable this Saturday and Sunday, June 6 and 7. We expect to move forward with the system maintenance that was originally scheduled for last weekend. Online services should resume at 6:00 am on Monday, June 8. You can always check the [MNSure system availability notices](#) posted on our website for the latest information.

News

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

June 17 webinar on benefits and special rules for American Indians. During the first half of our next statewide navigator/CAC conference call, MNSure will offer a webinar providing an overview of special provisions for American Indians and tips on helping them enroll. Details on how to participate in the webinar will be announced. The webinar will run from 12:30 – 1:00 pm on June 17.

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 17, 12:30 – 1:30 pm (includes webinar on American Indian benefits and special rules)
- July 8, 12:30 – 1:30 pm
- 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 16. 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 June 16. Updated rosters submitted by June 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.