



June 11, 2015

System availability announcement

MNsure's online application and account services will be unavailable this weekend from 8:00 pm on Saturday, June 13 until 9:00 am on Sunday, June 14. CMS has announced that the Federal Hub, which MNsure uses to verify identity, income and other information, will be down for maintenance.

News

June 17 webinar on American Indian special rules and enrollment tips. During the first half of the June 17 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. The webinar will begin at 12:30 pm and last until approximately 1:00 pm. To participate in the webinar, please follow these instructions:

- On June 17, use the following [link to the webinar](#). You do not need to register in advance, but we recommend you join a little earlier than 12:30 to make sure the webinar loads properly. You will be able to see the PowerPoint screen at 12:30 pm.
- Call the toll free number to hear the audio portion of the webinar. The toll-free number is **1-888-742-5095**. The conference code is **931 418 7468**.

Update: All translated versions of MNsure paper application now available. 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](#), [Hmong](#) and [Somali](#).

MNsure public events calendar to go offline starting July 1. MNsure's public events calendar will be temporarily unavailable beginning July 1 as we work to redesign the calendar to improve user experience and functionality for next open enrollment. The revamped calendar, along with training materials, will be available well before the start of open enrollment to give assisters ample time to become familiar with the new user interface.

Please be advised that all existing events on the calendar will be permanently erased after June 30. Updates on the launch date timeline and other matters relating to the public events calendar will be communicated as soon as more information becomes available. If you have any questions, please reach out to Mike McCool at mike.x.mccool@state.mn.us.

If you are hosting unique outreach or enrollment events between now and September 1, and you'd like some additional visibility for those events, please send event details to Alison Griffin,

MNsure's Outreach Program Manager at Alison.Griffin@state.mn.us. Include the name of event, date, time, location and address, and brief summary the event and how you will have a MNsure presence there.

Opportunity to apply for the Task Force on Health Care Financing. During the 2015 Legislative Session, a Task Force on Health Care Financing was created to advise “the governor and legislature on strategies that will increase access to and improve the quality of health care for Minnesotans. These strategies shall include options for sustainable health care financing, coverage, purchasing, and delivery for all insurance affordability programs, including MNsure, medical assistance, MinnesotaCare, and individuals eligible to purchase coverage with federal advanced premium tax credits and cost-sharing subsidies.”

The task force must include at least one member from a nonprofit organization with legal expertise representing low-income consumers, at least one member from a broad-based nonprofit consumer advocacy organization, and at least one member from an organization representing consumers of color. Individuals interesting in applying for a place on this task force must [submit an application](#) by June 23.

NEW call-in number for 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

Please note the call-in information has changed effective immediately:

- Toll-free dial-in number: (888) 742-5095
- **NEW conference code: 931 418 7468**

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
 - [MNsures 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.