



June 25, 2015

News

Escalating cases with an urgent medical need. We have received questions during recent statewide navigator conference calls about escalating cases that are serviced at the county and have an urgent medical need. DHS has recently implemented a new process for county staff to escalate situations that qualify as an urgent medical need.

A situation qualifies as urgent if the applicant or enrollee:

- is at a doctor's office or hospital in need of services or coverage,
- is in immediate need of prescription medications,
- has a high-risk-pregnancy situation,
- is in the county office with an urgent medical need or
- needs waiver services

When placing a request with a county to escalate a case, please state the reason for the request. If a case does not meet the criteria established above, it will be processed in the order received.

Join MNSure at the Minnesota State Fair! As in years past, MNSure will have a booth in the Health Fair 11 Building during the Minnesota State Fair (August 27 – September 7) and we're asking our Consumer Assistance Partners to join MNSure staff in helping answer questions! Find out additional information and indicate your interest in signing up for a shift by completing our [State Fair survey](#). As the date nears, we'll be in touch with more information!

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:

- 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

Reminders

Minnesota Health Care Programs Dashboard. The [Health Care Program Dashboard Report](#) provides the latest statistics from DHS on the following public program processes: conversion to the new eligibility system in MNsure, public program renewals in the new eligibility system and changes in circumstances (CiC) for cases in the new eligibility system.

MNsure public events calendar to go temporarily 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. In the meantime, if you're hosting unique outreach or enrollment events between now and September 1, and you'd like some additional visibility of those events, please send event details to Alison Griffin, MNsure Outreach Program Manager at Alison.Griffin@state.mn.us.

Please be advised that all existing events on the calendar will be permanently erased after June 30th. If you have any questions, please reach out to Mike McCool at mike.x.mccool@state.mn.us.

Upcoming Events

Upcoming MNsure meetings.

- Note change in date: MNsure Board of Directors will meet July 20, 1:00 – 3:00 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 July 21, 1:00 – 4:00 pm, at MNsure's offices on 81 East 7th Street, St. Paul.
- MNsure Health Industry Advisory Committee will meet July 23, 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 July 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
 - [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 30. Updated rosters submitted by July 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.