



July 10, 2015

News

2015 Navigator Outreach and Enrollment grants announced! MNsure [has announced](#) the 26 organizations receiving outreach and enrollment grants for the upcoming year. Grantees include respected community organizations from across Minnesota. “Our vision with these grantees is to build a network of assistance where each region of Minnesota is served year-round by highly trained, expert navigators, with experience using outreach techniques that have proven effective,” said interim CEO Allison O’Toole. “Many of these grantee organizations specialize in building relationships with populations facing barriers to enrollment or renewal. These organizations are able to connect with and educate uninsured Minnesotans about the importance of having health insurance, and their options of obtaining that coverage through MNsure.” Congratulations to our new grantees!

Governor Dayton fills MNsure board vacancies. Last week, Governor Dayton announced the appointment of two individuals to fill the vacant positions left by Brian Beutner and Thompson Aderinkomi. “Martha Eaves and Edgardo Rodriguez will bring a broad array of experience and expertise to the MNsure Board,” said Governor Dayton in a recent [press release](#). “Their collective breadth of knowledge, and commitment to the successful development and delivery of Minnesota’s health care marketplace, will serve the best interests of all Minnesotans.” These new board members will begin their terms at the next MNsure board meeting on July 20.

MinnesotaCare eligibility issue resolved [key words: appupdate, mcrepolicy]. As of June 6, 2015, the new eligibility system (MNsure) now supports MinnesotaCare household composition policies described in the recent bulletin, [Changes to MinnesotaCare Household Composition Rules](#) (#15-21-03). People who are not tax filers and married couples not filing jointly now receive correct MinnesotaCare eligibility determinations.

For any applications submitted prior to June 6, 2015, the system was incorrectly determining applicants ineligible for MinnesotaCare when an application was not a tax filer or married couples did not indicate they would file taxes jointly. For these cases, please send the consumer’s information via a secure email to the Assister Resource Center (ARC) at navigators@mnsure.org so a workaround can be done.

MinnesotaCare Premium Estimator Table updated [key word: mcreprem]. For those MinnesotaCare enrollees who must pay a premium to receive coverage and whose income is equal to or greater than 150 percent of the federal poverty guideline (FPG), MinnesotaCare premiums will increase soon (see the [July 1 Navigator Communication](#) for more details). These enrollees will see the increase starting with the invoice for August coverage that they receive in

July. DHS has updated the [MinnesotaCare Premium Estimator Table](#) (DHS-4139A) to reflect these premium increases.

MNsure launches anonymous complaints telephone line. MNsure Consumer Assistance Partners are critical allies in MNsure's fight against fraud, waste and abuse. MNsure has launched a 24/7/365 anonymous complaints line to take reports from staff, the public, navigators, CACs, brokers and vendors who wish to report these issues. The anonymous complaints number is 1-844-466-7873.

To make the reporting anonymous, calls to this number are taken by a vendor who removes identifying information about the caller and sends the reports to MNsure for resolution. When MNsure receives the reports, we investigate them. More information on filing a complaint is available on our [Fraud Reporting](#) web page.

Reminders

American Indian special rules and enrollment tips. A reminder that an updated version of the [American Indian Special Rules and Enrollment Tips PowerPoint presentation](#) from the June webinar is available. We hope this is a useful reference tool as you assist members of this community.

Income guidelines for Medical Assistance change as of July 1. As of July 1, income guidelines for Medical Assistance have been updated to reflect the 2015 Federal Poverty Guidelines (FPG). A chart of the [Insurance Affordability Programs Income and Asset Guidelines](#) is available. The chart also includes information on MinnesotaCare and Advanced Premium Tax Credit income guidelines, which will not change until January 1, 2016.

New training available for MinnesotaCare and Medical Assistance renewals [key word: pprenewal]. DHS has release a new course in the [MNsure Learning and Certification Portal](#) (search courses for "MNSIAP775"). "Renewal Processing Overview" is an optional course which will introduce you to renewal policy concepts and procedures for processing renewals in the new eligibility system. This course is not required for certification. To sign into the portal, you will need your unique key. For most assisters, this is a shortened version of your Assister ID – xxxNxxx or xxxCxxx. For example, if your Assister ID is 999NAV999, your unique key would likely be 999N999.

Outreach opportunity – sign up for a State Fair shift! 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 us! 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!

Navigator/CAC statewide 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 22 – 12:30 – 1:30 pm
- August 5 – 12:30 – 1:30 pm
- August 19 – 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

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 June 23, 2:30 – 5:00 pm, at UCare, 500 Stinson Boulevard NE, Minneapolis.

Program Updates

- **Navigator 1st Quarter Payments.** We are close to completing processing the navigator per enrollee payments for 1st Quarter of 2015. We anticipate that payments will go out by Friday, July 24.
- **MNsure Navigator/CAC Manual temporarily removed.** We have temporarily removed the MNsure Navigator/CAC Manual from the website as we work to update it. The updated manual will be released prior to Open Enrollment.
- **Certification of new navigators/CACs.** The next round of certifications will begin on July 15. 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 July 15. Updated rosters submitted by July 14 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.