



July 24, 2015

News

Summer IT release scheduled for early August. MNsure has a major IT release scheduled for the weekend of August 8 and 9. As with other major releases, we anticipate that online account and application services will be unavailable for some period of time over that weekend. We will let you know as soon as more details are available.

MNsurance announces partnerships for Broker Enrollment Center Initiative. Twenty different health insurance agencies located across Minnesota will serve as MNsure Broker Enrollment Centers during the 2016 open enrollment period, MNsure [announced earlier this week](#). The selected agencies will provide and staff convenient walk-in sites for residents of surrounding communities. Selected sites will combine marketing efforts to encourage Minnesotans to visit the walk-in sites throughout the open enrollment period, November 1, 2015 – January 31, 2016.

Navigator organizations are encouraged to partner with these [Broker Enrollment Centers](#) to provide assistance to consumers in your area. Communities that will be served by this initiative include Crookston, Duluth, Chisholm, Wadena, Baxter, Wilmar, Waite Park, Mora, Mankato, Austin, Bloomington, Maple Grove, Roseville, Woodbury, Waconia, Minneapolis and Minnetonka.

Updated Request for Information for Past Health Coverage (DHS-3960). Assisters raised a concern during a Navigator/CAC statewide conference call that the wording on the form [DHS-3960 'Request for Information for Past Health Coverage'](#) was causing some confusion for assisters, consumers and counties. Question number one on the form previously asked the client to write in and circle the months that they need medical coverage. There were spaces listed for the month and year to be written in. We heard that some counties were rejecting this form if the client wrote the month(s)/year but did not also circle the months.

The form has been revised and now omits the request to circle the month(s) and only asks them to write in the months. Assisters should use the updated version of the [DHS-3960](#) available on [eDocs](#).

Upcoming Events

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:

- August 5 – 12:30 – 1:30 pm

- August 19 – 12:30 – 1:30 pm

Please note the call-in information has changed:

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

Upcoming MNsure meetings.

- MNsure Board of Directors will meet August 12, 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 August 18, 1:00 – 4:00 pm, at MNsure's offices on 81 East 7th Street, St. Paul.
- MNsure Health Industry Advisory Committee will meet August 20, 2:30 – 5:00 pm, at UCare, 500 Stinson Boulevard NE, Minneapolis.

Program Updates

- **Navigator 2015 1st Quarter Payments.** We have completed navigator per enrollee payments for 1st Quarter 2015. The payments are currently being processed in the state's accounting system and navigator organizations with electronic deposit should see the payments in their accounts early next week. Those who have not authorized electronic deposit will receive a check by mail later next week. The ARC will send remittance statements by secure email to the organization's primary contact soon.
- **Recertification for 2016 Open Enrollment.** All certified navigators and Certified Application Counselors will need to recertify prior to the start of the next Open Enrollment period, which begins November 1, 2015. The recertification process will launch in early September and will include the required privacy and security training. We will provide more detailed information on the recertification requirements by early August.
- **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 August 4. 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 August 4. Updated rosters submitted by August 3 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.