



July 31, 2015

System availability announcement

MNsire's online application and account services will be unavailable this Sunday, August 2, from 6:00 am until 5:00 pm. CMS has announced that the Federal Hub, which MNsure uses to verify identity, income and other information, will be down for maintenance.

News

Navigator 2015 1st Quarter Payments [keyword: navpayment]. Earlier this week, navigator organizations should have received their payments for successful enrollments completed between January 1 and March 31, 2015. We are pleased to report that navigators helped more than 17,000 consumers successfully enroll in coverage during that quarter! Navigators enrolled approximately 10,800 consumers in Medical Assistance, 3,700 in MinnesotaCare and 2,500 in a qualified health plan.

We are currently processing the detailed remittance statements for each organization. We apologize for the delay, but we expect to email the statement to your organization's primary contact no later than Friday, August 14.

Roster update project starts August 6! In preparation for the recertification process that will begin on September 8, we will require all navigator and Certified Application Counselor organizations to submit a new organizational roster. This roster update project will begin on Thursday, August 6. On that date, we will release a new organizational roster template and instructions for how to complete and submit the new roster. All organizations must submit a roster using the new template by Friday, August 24 to ensure that your certified staff are eligible to complete the recertification process in September.

Summer IT release delayed until late August. MNsure has delayed the major IT release originally scheduled for the weekend of August 8 and 9. The new dates are the weekend of August 22 and 23. 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.

MNsire outreach materials are still available! We still have pre-printed outreach materials available for assisters to order on our [Order Outreach Materials](#) web page, including brochures, appointment cards (additional Spanish cards now in stock) and window clings. MNsure partners (navigators, CACs, agents/brokers, counties and grantees) can use the new web form to

request materials. Orders will be fulfilled on a first come, first serve basis, until our supplies run out.

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

- **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 on September 8 and will include the required annual privacy and security training. We will provide more detailed information on the recertification requirements in 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.