



March 3, 2016

### Highlights from this week's communication

- [Grant applicant webinar is today at 10:30 am](#)
- [Navigator organizations may request per enrollee payment details](#)
- [2017 Open Enrollment will run November 1, 2016 through January 31, 2017](#)

### News

**Today: Applicant webinar for FY 2017 Navigator Outreach and Enrollment Grant program.** MnSure is accepting proposals for the [Fiscal Year 2017 Navigator Outreach and Enrollment Grant Program](#). Proposals are due on or before Friday, April 1, 2016 at 1 p.m. Central Time. For complete information on the process, please view our [Funding Opportunities](#) web page.

An applicant's webinar is scheduled for **Thursday, March 3, 2016, at 10:30 am**. MnSure staff will provide a brief overview of the grant program and application process, including the new online process for applying. The webinar will not be recorded, but a PDF of the slide presentation will be posted [here](#) shortly before the webinar. Oral answers given during the webinar will be non-binding. Written responses to questions asked during the webinar will be posted on MnSure.org by Friday, March 18, 2016.

Participants must register to participate in the webinar. Follow these steps to register for the webinar:

1. [Follow this WebEx link.](#)
2. Type in your first name, last name, email address and company. These are the only required fields for registration.
3. Click the "Register Now" button near the bottom of the page.
4. An email confirmation with instructions for joining the meeting will be sent automatically.

Applicants' questions regarding the RFP must be emailed by 1 p.m. Central Time on Friday, March 11, 2016. All questions must be emailed to [navigatorgrants@mnsure.org](mailto:navigatorgrants@mnsure.org).

**Percent of Minnesotans without health insurance drops to historic low.** Earlier this week, the Minnesota Department of Health (MDH) and the University of Minnesota School released results from the [2015 Minnesota Health Access Survey](#) which find that Minnesota cut its uninsured rate nearly in half between 2013 and 2015. The rate of Minnesotans without health insurance has now reached an all-time low. The report cites recent health reform efforts and an improved economy as key factors that drove down the state's uninsured rate, as more than 200,000 Minnesotans – including 35,000 children – gained health insurance coverage between

2013 and 2015. MDH has also released an [infographic](#) and [press release](#) summarizing the findings.

**Navigator organizations may request additional per enrollee payment details.** Navigator organizations may now request an “enrollment report” that provides detailed information on paid enrollments for a completed quarter. The report is a spreadsheet listing individual enrollments during a quarter by a navigator organization based on MNsure’s accounting of enrollment payments. Data elements of the enrollment report will include:

- First and last name of the consumer
- City
- Date of birth
- Assister ID
- Organization name
- Program into which consumer was enrolled

Navigator organizations that wish to request an enrollment report must complete the new form, the [Enrollment Report: Privacy and Security Policies Questionnaire](#), and submit it to the Assister Resource Center. At this time, MNsure will process requests for enrollment reports for 3rd and 4th quarter of 2015. Organizations can also request enrollment reports for 1st and 2nd quarter of 2016, although the requests will not be processed until payments for those quarters are finalized in the future. Additional information on this process is available in the new policy, [Navigator Enrollment Report Process](#). Please review this policy before submitting the questionnaire.

**MNsure releases new policy on use of virtual meeting tools.** Assisters may use virtual meeting tools to carry out enrollment and consumer assistance activities provided that the virtual meeting tools safeguard consumer information and maintain consumer privacy in accordance with the assister’s obligations under the MNsure agreement. MNsure does not require use of virtual meeting tools, nor does it only exclusively endorse a specific remote assist tool. This policy has been created at the request of assisters to vet a tool for remote enrollment assistance. For more details, please review the new policy, [MNsure Consumer Assistance Partner Policy & Procedure on Virtual Meetings](#).

**Federal government announces dates for future open enrollment periods.** Earlier this week, the Centers for Medicare & Medicaid Services (CMS) finalized the open enrollment period for future years. For coverage in 2017 and 2018, open enrollment will begin on November 1 of the previous year and run through January 31 of the coverage year. For coverage in 2019 and beyond, open enrollment will begin on November 1 and end on December 15 of the preceding year (for example, November 1, 2018 through December 15, 2018 for 2019 coverage).

## Outreach Resources

**Please share the MNsure story bank tool with enrollees!** Were you able to make a difference in someone’s life by helping them sign up for health coverage through MNsure? Please share the MNsure [story bank tool](#) with enrollees! The survey takes 5 minutes to complete and helps us to celebrate our successes as well as gather feedback for improvement.

**Sample social media posts.** If you already use Twitter or Facebook for your business, consider these sample tweets and/or posts.

Twitter:

- Public program & special enrollment are year-round! We are here to help w/ your #MNSure application.
- Twitter Retweet – March is Colon Cancer Awareness Month  
<https://twitter.com/MNSure/status/704724146811379713>
- Twitter Retweet from MN Department of Health – MN’s uninsured rate is at an all-time low  
<https://twitter.com/mnhealth/status/704351032998932480>
- Not a retweet, but a note of appreciation to our Assisters:  
<https://twitter.com/MNSure/status/704354665555623941>

Facebook Share:

- MNSure’s Word of the Day: health insurance marketplace  
<https://www.facebook.com/MNSure/photos/a.452598008167732.1073741826.452588914835308/1000065953420932/?type=3&theater>
- MN’s uninsured rate is at an all-time low  
<https://www.facebook.com/MNSure/posts/1000480033379524>

## Resources

**Free help to quit smoking through Medical Assistance and MinnesotaCare.** As of January 1, 2016, Minnesotans insured through MA and MinnesotaCare now have free coverage for cessation counseling and smoking cessation medications. Prior to this policy change, enrollees had a co-pay for cessation medications. Research has shown that removing barriers to accessing cessation treatment, such as co-pays, increases the likelihood that patients will use cessation medications and try to quit. Since MA enrollees use tobacco at about twice the rate of the general population, this policy change has the potential to improve health and reduce health disparities due to tobacco use.

ClearWay Minnesota and the Minnesota Department of Health have created a brochure to help inform enrollees that they have free help to quit smoking. The brochure, “You Can Afford to Quit Smoking – Free Help through Medical Assistance” can be ordered online at <http://www.quitplan.com/request-materials.html>. Development and printing of this brochure is supported by a grant from the Centers for Disease Control and Prevention.

The maximum order size is 200 due to a limited supply of the brochure. ClearWay Minnesota will make camera-ready copy of the brochure available at no charge for organizations that would like to print larger quantities. Please contact Mike Sheldon, Senior Communications Manager at ClearWay Minnesota ([msheldon@clearwaymn.org](mailto:msheldon@clearwaymn.org)), if you would like to obtain camera-ready copy.

**Past webinar PowerPoint presentations posted.** During each month’s conference call, we are offering a webinar on special topics of interest to the navigator and CAC community. Slides

from previous month's topics are available under "Webinars" on the [Navigator/CAC resource page](#). Now available from this week's webinar:

- [Medical Assistance Estate Recovery presentation](#) (presented by DHS)
- [Open Enrollment Survey Results and Assister Portal Pilot Overview](#)

## 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. All calls are held from 12:30 – 1:30 pm. Our new format includes a webinar special topic at the start each call. The conference call schedule is as follows:

- April 6: Understanding and reporting employer sponsored insurance
- May 4: To be announced
- June 1: To be announced

Call-in information for webinar and conference call:

- [Link to the webinar](#)
- Toll-free dial-in number: (888) 742-5095
- Conference code: 931 418 7468

## Upcoming MNsure meetings.

- MNsure Board of Directors will meet March 9, 1:00 – 3:00 pm, at MNsure's offices on 81 East 7th Street, St Paul. The meetings are open to the public and will also be broadcast via live-streaming audio.
- The Consumer and Small Employer Advisory Committee will meet March 15, 2:30 – 5:00 pm, at UCare's offices on 500 Stinson Boulevard NE, Minneapolis.
- The Health Industry Advisory Committee will meet March 17, 2:30 – 5:00 pm, at UCare's offices on 500 Stinson Boulevard NE, Minneapolis.

## Program Updates

- **Navigator 2015 4th quarter per enrollee payments.** We have completed navigator per enrollee payments for the 4th quarter of 2015. We are excited to announce that navigators have successfully completed more than 100,000 enrollments and renewals since MNsure launched in 2013! Navigator organizations with electronic deposit should have seen the payments in their accounts earlier this week. Those who have not authorized electronic deposit will receive a check by mail shortly. The ARC has sent remittance statements by secure email to the organization's primary contact.
- **Please submit updated rosters.** Help us keep our online Assister Directory up to date! Now that open enrollment is over, some organizations may reduce their navigator staff. Please submit an [updated roster](#) to the Assister Resource Center so we inactivate staff that are no longer available to assist consumers. This will also make sure that consumers are only reaching out to navigators who are prepared to help them. The updated roster must be submitted by your organization's Agency Administrator or Training Coordinator. Thank you!
- **Training upload for new certification happens twice a month.** 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 March 15. Updated rosters submitted by March 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. Remind new assisters keep an eye out for an email with the subject line “MNsure Assister Training Information”.

- **Certification of new navigators/CACs.** The next round of certifications will begin on March 15. Please remember that once we begin processing certifications, it may take several days before an individual receives confirmation of their certification. In order to be certified, assisters must have completed all the following elements:
  - Training courses (Course 1 and Course 2)
  - Complete the Core Curriculum courses
  - Submit a [Background Study Consent form](#) and pass the background study

### Further Info/Help

If you need answers and/or help:

- email the Assister Resource Center: [navigators@mnsure.org](mailto:navigators@mnsure.org)
- call the Assister Resource Center: 1-844-520-8695 [dial 2]
- check the [Navigator/CAC Resource Page](#)