



March 10, 2016

## Highlights from this week's communication

- [MinnesotaCare premium billing changes](#)
- [Webinar on MA Estate Recovery on March 22](#)
- [Navigator organizations may request per enrollee payment details](#)

## News

**IT release scheduled for April 2 and 3.** MNsure has a major IT release scheduled for the weekend of April 2 and 3. As with other major releases, we anticipate that online account and application services will be unavailable for a period of time over that weekend. Please keep this in mind as you are scheduling appointments. We will let you know as soon as more details are available. A list of projects expected to be included in the release are listed on slide 3 (2016 IT Release Plan: Project Status) of the [March 9th MNsure board meeting slide deck](#).

**FY 2017 Navigator Outreach and Enrollment Grant Program.** MNsure has released its request for proposals for the [Fiscal Year 2017 Navigator Outreach and Enrollment Grant Program](#). A reminder that all application 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).

**MinnesotaCare premium billing changes.** Beginning in mid-March, MinnesotaCare is transitioning its premium billing from the current system of record (EP Financials) and returning to MMIS Financial Control. The transition allows DHS to have better control over billing and payments. Consumers will receive a stuffer with their first MMIS premium invoice that will alert them to the changes.

With the transition come some important policy changes:

- MinnesotaCare enrollees who don't pay their monthly premium before the coverage month have a one month grace period. An enrollee will remain covered during the grace month, regardless of whether the enrollee pays the premium for that month. Coverage stops at the end of the grace month if they fail to pay their past due premium.
- To restart coverage, the person must pay the past-due premium for the grace month and the future month's premium. Coverage begins the first day of the month after the month in which the person pays both these premiums in full.
- Coverage will not begin for consumers new to MinnesotaCare in April 2016 until their first payment has been made.

For more information on the transition to the new process, including example documents, please refer to the new [MinnesotaCare Premium Billing Transition Guide](#) developed by DHS.

**Webinar on Medical Assistance estate recovery scheduled for March 22.** MNSure is offering a webinar for assisters who are interested in learning more about the topic of [Medical Assistance estate recovery](#). We included a presentation during our March 2 statewide conference call, but are devoting a second webinar exclusively to this topic.

Dale Klitzke from the Benefit Recovery Section of the Minnesota Department of Human Services will provide a history of the estate recovery program, explain how the recovery process works, and help assisters understand how it may impact MA recipients who sign up for coverage through MNSure. This webinar is open to all navigators, CACs and brokers.

MA estate recovery webinar details:

- Tuesday, March 22, 12:00 – 1:00 pm
- Meeting number: 594 739 234
- Toll-free number: 1-888-742-5095
- Conference code: 931 418 7468
- Link to webinar:  
<https://intercall.webex.com/intercall/j.php?MTID=m9143adbfda4954f0cd90551a4d720bab>

## Outreach Resources

**Story bank tool under construction!** We are currently making some edits to our consumer [story bank tool](#). Stay tuned for the updated survey in the coming weeks.

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

Twitter:

- Health insurance can be confusing. We are here to offer free help with your #MNSure application!
- Have you seen the #MNHealthLiteracy Action Plan? It identifies 6 priorities for a healthier MN: [goo.gl/9ktNq4](http://goo.gl/9ktNq4)
- Twitter Retweet – MNSure’s Word of the Day: Open Enrollment  
<https://twitter.com/MNSure/status/707580466744786948>
- Twitter Retweet – MNSure’s Word of the Day: Special Enrollment  
<https://twitter.com/MNSure/status/707947900894982144>
- Twitter Retweet – Colon Cancer Awareness Month PSA: stay active  
<https://twitter.com/MNSure/status/707940351189757956>

Facebook Share:

- MNSure’s Word of the Day: Open Enrollment  
<https://www.facebook.com/MNSure/photos/a.452598008167732.1073741826.452588914835308/1001901533237374/?type=3&theater>
- MNSure’s Word of the Day: Special Enrollment

<https://www.facebook.com/MNsure/photos/a.452598008167732.1073741826.452588914835308/1001908043236723/?type=3&theater>

- Colon Cancer Awareness Month PSA: stay active  
<https://www.facebook.com/MNsure/photos/p.1005798169514377/1005798169514377/?type=3&theater>

## Resources

**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 the March 2 conference call:

- [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 on the first Wednesday of the month. The 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 April 20, 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.
- **Date change!** A joint meeting of the Consumer and Small Employer Advisory Committee and Health Industry Advisory Committee will be held March 24, 2:30 – 5:00 pm, at UCare's offices on 500 Stinson Boulevard NE, Minneapolis.

## Program Updates

- **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. 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.

- **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](#)