



March 18, 2016

Highlights from this week's communication

Mark your calendars for our upcoming learning opportunities for assisters:

- Reminder: [Medical Assistance estate recovery on Tuesday, March 22](#)
- New: [Parent Mentor research findings on Wednesday, March 30](#)
- Updated: [Changes to SMRT process and MinnesotaCare premium billing on Wednesday, April 6](#)

News

FY 2017 Navigator Outreach and Enrollment Grant Program. MNsure released its written responses to all questions received regarding this RFP on March 18, 2016. The Q and A is posted on the [FY 2017 Navigator Outreach and Enrollment Grant Program](#) webpage under Questions and Answers.

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](#).

DHS has mailed out Medical Assistance May renewal notices. DHS has mailed out renewal notices for members whose Medical Assistance (MA) eligibility is up for May renewal in METS. May MA renewals include members whose original application date is in the month of May. A member will receive one of the two renewal notices:

- Renewal Notice with Information Summary ([Auto Renew](#)). A member will receive this notice if the system is able to automatically renew the member's coverage. The member does not have to take any action if the information shown is correct.
- Renewal Notice with Pre-populated Renewal Form ([Need to Renew](#)). A member will receive this notice if the system was unable to automatically renew the member's coverage. The member must review the form, update it as needed, sign the form and return it within 30 days.

If a member who receives a renewal notice with a prepopulated renewal form does not return the signed form by the deadline, the member will lose coverage.

United Way 2-1-1. Assistors helping consumers enroll in health coverage interact with consumers who may have a need for other services. The Greater Twin Cities United Way has a helpful statewide resource for connecting people to services they need. [United Way 2-1-1](#) is an information and referral line, offering information about food, housing, employment, childcare, transportation, health services, senior services and more. Their specialists are available 365 days and 24/7 with live-answer and multi-lingual capability. Assistors or consumers may dial 2-1-1 or 1-800-543-7709 to access this free and confidential information and referral service.

DHS has mailed all IRS Forms 1095-B. Forms were mailed to people who had Medical Assistance (MA) or MinnesotaCare during any month of 2015. DHS started mailing the forms February 5 and finished February 23.

Form 1095-B is a federal tax information form. States use this form to provide certain public health care program members with information about the number of months of minimum essential coverage (MEC) (also called qualifying health care coverage) they had during the year. States also provide this information to the Internal Revenue Service (IRS). The form provides public health care program members with the information to answer a question about health coverage on the 2015 federal tax form. As a provider of MEC, DHS mailed Forms 1095-B to MA and MinnesotaCare members who had coverage during 2015. DHS will also provide form information to the IRS. A [Form 1095-B web page](#) for MA and MinnesotaCare members is available on the DHS website.

Upcoming webinars

Reminder: Webinar on Medical Assistance estate recovery scheduled for March 22.

MNSure is offering a webinar for assistors who are interested in learning more about the topic of [Medical Assistance estate recovery](#). 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 assistors 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
- Toll-free number: 1-888-742-5095
- Conference code: 931 418 7468
- PowerPoint slides: [MA Estate Recovery and Liens Programs](#)
- Link to webinar:
<https://intercall.webex.com/intercall/j.php?MTID=m9143adbfda4954f0cd90551a4d720bab>

New: March 30 webinar on Parent Mentor research. New research finds that Parent Mentors insure more uninsured children, improve healthcare access, and help eliminate disparities. Dr. Glenn Flores, the Distinguished Chair in Health Policy Research at Medica Research Institute, will present the findings from this study and highlight how assistors in Minnesota can use this research to connect consumers with coverage. For more background on the study, please visit the [Medica Research Institute website](#).

Parent Mentor research webinar details:

- Wednesday, March 30, 12:30 – 1:30 pm
- Toll-free number: 1-888-742-5095
- Conference code: 931 418 7468
- Link to webinar:
<https://intercall.webex.com/intercall/j.php?MTID=mc9a91f199bf68b2f69a19097065f5d06>

Update: Change to agenda for April 6 navigator/CAC statewide conference call. 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: (REVISED TOPICS) Changes to State Medical Review Team (SMRT) process and Changes to the MinnesotaCare premium billing process
- May 4: Understanding and reporting employer sponsored insurance
- 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

Resources

Updated: MinnesotaCare premium billing changes. The document, [MinnesotaCare Premium Billing Transition Guide](#), has been updated to correct a typo in the graphic on page 2. Please be sure to reference the updated version of this guide.

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](#)

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

- Did you know colonoscopies are covered by all plans sold thru #MNSure? Call your doctor to schedule one today.
- Twitter Retweet – MNSure’s Word of the Day: Assister
<https://twitter.com/MNSure/status/709420116073578498>
- Twitter Retweet – Know your SEP!
<https://twitter.com/MNSure/status/708363136366026752>
- Twitter Retweet – Colonoscopies are covered!
<https://twitter.com/MNSure/status/707986900112400384>
- Twitter Retweet – Get tax help through VITA
<https://twitter.com/MNSure/status/708378229644468225>

Facebook Share:

- MNSure’s Word of the Day: Assistors
<https://www.facebook.com/MNSure/photos/a.452598008167732.1073741826.452588914835308/1008536765907184/?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>

Upcoming events

Upcoming MNSure meetings.

- 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.
- 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.

Program updates

- **Instructions for updating organization rosters:** For organizations submitting updated staff rosters, please follow these guidelines: Only one roster should be submitted per organization. It should be submitted by the Agency Administrator, Training Coordinator, or Primary Contact for your organization. That designated individual should complete the following steps:
 1. Download the [roster template](#) from the “Essential Tools and Forms” section of the [Navigator/CAC Resource](#) page.
 2. Complete the roster template with all current staff members, including those who are currently certified, in the certification process, or any new assisters that need to start certification. Also list any staff that are no longer active. There is a new “Current Status” drop-down field you must use to indicate the current status of each assister (continuing,

new, remove, update, inactive, reactivate). If you fail to include an assister on your roster that we have listed as active in our records, we will assume that assister is now inactive.

3. Save the completed roster and submit it to the ARC by email to navigators@mnsure.org.

In order to avoid delays in updating your information, we urge you to carefully follow the instructions on the roster. Common mistakes when completing rosters are:

- Not using the “update” drop down when there are changes to the contact information for an assister, such as a new address, email or phone number. If the Current Status field is not changed to “Update”, ARC staff will assume there are no changes.
- Incorrect spelling of an assister’s name.
- Not including an assister’s email (this is required).
- Incorrect phone numbers.
- **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. 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 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 April 1. Updated rosters submitted by March 31 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”.

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](#)