



March 24, 2016

Highlights from this week's communication

- [Assisters may experience increased wait times calling the ARC](#)
- [Reponses to FY 2017 Navigator Outreach and Enrollment Grant Program due April 1, 2016](#)
- [Updated Assister Case Association Form \(DHS-4790\)](#)
- [March 30 webinar presents Parent Mentor research findings](#)

News

Assisters may experience increased wait times calling the Assister Resource Center.

MNSure is in the process of mailing out 1095-A forms to Minnesotans who were enrolled in a qualified health plan through MNSure in 2015. To date, a majority of the forms – 30,200 of the 43,674, or 69 percent – have been mailed. The remaining forms will be mailed in time for Minnesotans to file their taxes. We've quadrupled the number of staff dedicated to manual processing so Minnesotans awaiting forms get them more quickly while we await the results of another wave of automated forms (produced by MN.IT). Assister Resource Center (ARC) staff will be supporting this work as necessary. As a result, you may experience longer wait times when calling the ARC.

Minnesotans still awaiting their tax forms are encouraged to visit www.mnsure.org for information or call the MNSure Contact Center at 1-855-366-7873.

FY 2017 Navigator Outreach and Enrollment Grant Program. The deadline for responses to MNSure's [FY 2017 Navigator Outreach and Enrollment Grant Program](#) is 1:00 pm, April 1, 2016. Any applications received after the deadline will not be considered. 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](#).

Updated Assister Case Association Form (DHS-4790) Please make sure to use the updated [Assister Case Association Form \(DHS-4790\)](#) that is dated 3-16. We have made some improvements to the form to help the Assister Resource Center (ARC) process case associations more effectively.

Please use this form if you need to be associated with a consumer for information sharing and/or payment purposes in the following situations:

- The consumer submitted a paper application ([DHS-6696](#)) and you were not listed as the assister on Appendix C. This may happen if a consumer submits a paper application on their own or with another assister, but has come to you for help with finalizing their enrollment. Instructions: Select option 1 on the DHS-4790 and check the box for “Application for Health Coverage and Help Paying Costs (DHS-6696).”
- You assisted a consumer with submitting a Minnesota Health Care Programs Application for Certain Populations ([DHS-3876](#)) application. It is necessary to complete a DHS-4790 in these situations because there is no place on the DHS-3876 for an assister to be associated with the application. Instructions: Select option 1 on the DHS-4790 and check the box for “Minnesota Health Care Programs Application for Certain Populations (DHS-3876).” Remember that you may need to submit a separate [Release of Information \(DHS-3549\)](#) to the county for information sharing about these cases since they are not in the METS system.
- You assisted a consumer with submitting a pre-populated Renewal Form ([Need to Renew](#)) for MinnesotaCare or Medical Assistance. It is necessary to complete a DHS-4790 in these situations because there is no place on the renewal form for an assister to be associated with the renewal. Instructions: Select option 1 on the DHS-4790 and check the box for “Pre-populated ‘Renewal Form’ for Medical Assistance/MinnesotaCare.”
- The consumer submitted an online application and you were not entered as the assister on the signature page. This may happen if a consumer submits an online application on their own or with another assister, but has come to you for help with finalizing their enrollment. Instructions: Select option 2 on the DHS-4790.

The DHS-4790 should be submitted to the ARC by fax (651-431-7572) or secure email (navigators@mnsure.org). Complete one DHS-4790 form per application. Do not fax or email multiple forms together. Make sure the assister and the applicant have both signed and dated the form

Minutes from February joint Navigator and CAC Stakeholder Group are available. MNsure staff continue to get valuable feedback from navigators, certified application counselors and brokers through our three stakeholder groups. The meetings are not open to the public, but minutes from the meetings are available on the [Navigator/CAC resource page](#). Minutes from a [joint February meeting](#) of the Navigator Stakeholder Group and CAC Stakeholder Group have been posted.

Upcoming webinars

March 30 webinar highlights new research that can improve techniques for enrolling the uninsured. New research finds that Parent Mentors were more effective than standard outreach and education campaigns in insuring uninsured minority children. Families receiving a

Parent Mentor intervention were more likely to enroll in health insurance, obtain coverage faster, renew coverage, use primary care more effectively, reduce their out of pocket costs, and experience higher parental satisfaction, and the intervention save over \$6,000 per child insured. MNsure is hosting a webinar where Dr. Glenn Flores, the Distinguished Chair in Health Policy Research at Medica Research Institute, will present the findings from this study and highlight how we can use this research to develop more effective techniques for reaching and enrolling the uninsured in Minnesota. For more background on the Parent Mentor model and this research, please read the journal article in [Pediatrics](#) and a recent story from [Boston Globe STAT](#).

Parent Mentor research webinar details:

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

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: 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:

- Toll-free dial-in number: (888) 742-5095
- Conference code: 931 418 7468
- Link to the webinar: <https://intercall.webex.com/intercall/j.php?MTID=m23b8824077e121b2cf047a5ca285231f>

Resources

PowerPoint from on Medical Assistance estate recovery webinar is posted. Earlier this week, MNsure is offering a second webinar for assisters who were 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 provided a history of the estate recovery program, explained how the recovery process works, and helped assisters understand how it may impact MA recipients who sign up for coverage through MNsure. There was very strong interest in the webinar and we regret that the conference call line reached capacity. The [PowerPoint presentation from the webinar](#) is available online and we are working with DHS to develop written responses to questions that were submitted by participants. We will share those responses when they are available.

Outreach resources

Story bank tool under construction! We are currently making some edits to our consumer [story bank tool](#). In the meantime, here is a recent story of a consumer who worked with a navigator and a broker to enroll through MNsure as an alternative to COBRA, saving her family of four \$428 per month: <https://www.youtube.com/watch?v=nwkPwieBFww>

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

Twitter:

- Did you know colonoscopies are covered by all plans sold thru #MNsure? Call your doctor to schedule one today. #ColonCancerAwarenessMonth
- Could you qualify for #MNsure special enrollment? Contact us to find out, or learn more here: bit.ly/MNsureSEP
- Twitter Retweet – Assisters are here to help!
<https://twitter.com/MNsure/status/712688881158660097>
- Twitter Retweet – 26th birthday and special enrollment
<https://twitter.com/MNsure/status/712321698016600065>
- Twitter Retweet – Role of Assisters (article via HHS)
<https://twitter.com/MNsure/status/712640120738811906>
- Twitter Retweet – via Sylvia Burwell: 20 million gained health care access
<https://twitter.com/SecBurwell/status/712045776822784001>

Facebook shares:

- New Video! Consumer story: Leah Erickson
<https://www.facebook.com/MNsure/videos/vb.452588914835308/1014958721931655/?type=2&theater>
- Assisters are here to help!
<https://www.facebook.com/MNsure/photos/a.452598008167732.1073741826.452588914835308/1009455922481935/?type=3&theater>
- 26th birthday and special enrollment
<https://www.facebook.com/MNsure/photos/a.452598008167732.1073741826.452588914835308/1009454792482048/?type=3&theater>

Upcoming events

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.
- The Consumer and Small Employer Advisory Committee will meet April 26, 2:30 – 5:00 pm, at UCare's offices on 500 Stinson Boulevard NE, Minneapolis.
- The Health Industry Advisory Committee will meet April 28, 2:30 – 5:00 pm, at UCare's offices on 500 Stinson Boulevard NE, Minneapolis. If you wish to make a public comment at this meeting, please email publicfeedback@mnsure.org 48 hours in advance with the subject line, "Advisory Committee."

Program updates

- **Updated policy: Navigator enrollment reports.** As previously announced, 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. Please review the updated [Navigator Enrollment Report Process Policy](#) before submitting the questionnaire.

You can prevent unnecessary delays in processing your questionnaire by following these tips:

- Confirm that the individual who signs and submits the questionnaire is the person specified as the information privacy and security responsible party in Section 6.2 of your navigator/in-person assister contract. If the responsible party has changed since the contract was finalized, the organization’s authorized representative or the individual with signature authority should notify the Assister Resource Center of the current information privacy and security responsible party prior to submitting the questionnaire.
 - Confirm that the individual designated as the payment coordinator in the questionnaire has cleared a background study. If necessary, your organization can request a background study for the payment coordinator by submitting a [Background Study Consent Form](#) to the Assister Resource Center. Please specify that the form is being submitted for a payment coordinator.
- **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](#)