

MNsure
CONSUMER PROCESS MAP
DRAFT

Gladys S. Chuy
July 21, 2015

Complete On My OWN



UNASSISTED

I Need Help...

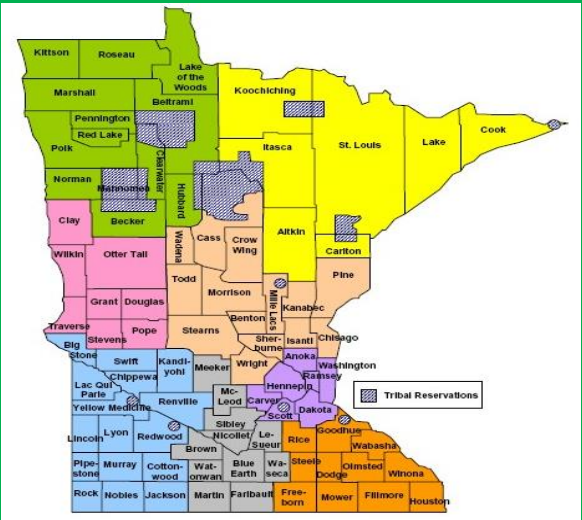
Navigators

Broker/Agent

Certified Application Counselor



ASSISTED



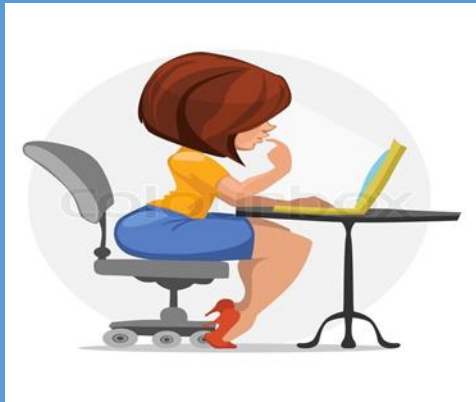
COUNTY OFFICE



RESOURCES

THREE ENTRY POINTS

Complete On My OWN



UNASSISTED

Navigators

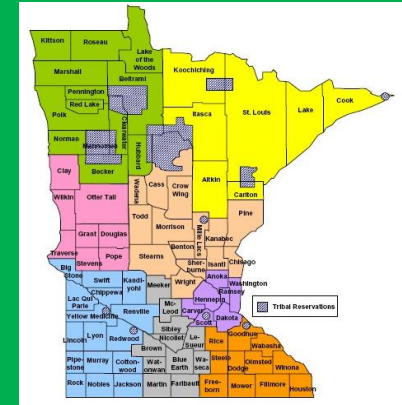
Broker/Agent

Certified
Application
Counselor

I Need Help...



ASSISTED



COUNTY OFFICE

COMPLETE ON MY OWN



Unassisted



START HERE: Must Create Account TO BEGIN Application Process

Complete MNsure Application
Sign In
Apply Online
Paper Application

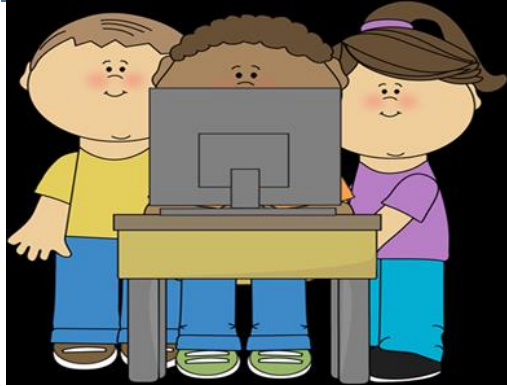
Receive Preliminary Eligibility Determination from MNsure

Continue to Appropriate Program

PRIVATE PROGRAMS

PUBLIC PROGRAMS (DHS)

I Need Help....



Assisted



START HERE: Must Create Account TO BEGIN Application Process

Complete MNsure Application

Sign In

Apply Online

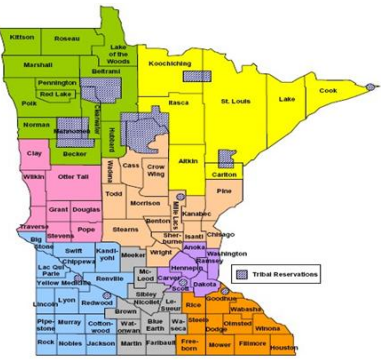
Paper Application

Receive Preliminary Eligibility Determination from MNsure

Eligibility will Tell You Which Appropriate Program

PRIVATE PROGRAMS

PUBLIC PROGRAMS (DHS)



COUNTY OFFICE

[Complete MNsure Application](#)
[Apply Online](#)
[Paper Application](#)

Mail Your Complete Application to **DHS**

DHS Routes to Appropriate County

Application Processed by County



COUNTY/DHS sends Eligibility to YOU



Which Program Do You Qualify For?

If Preliminary
Eligibility
Determines
Ineligibility

RE-APPLY

Preliminary Eligibility
Determination Process

PRIVATE
PROGRAMS

PUBLIC
PROGRAMS
(DHS)

Private Programs



**CONSUMER ASSISTANCE
TOOL**



SELECT INSURANCE PLAN

**INSURANCE PLAN WILL SEND
INSURANCE INFORMATION AND
ID CARD**

Public Programs (DHS)

Minnesota Healthcare Programs

MinnesotaCare

Medical Assistance



County will Send (Info)
via Mail within 2-3
weeks.

You are not
done yet, you
MAY need to
send in more
information



Respond to Verification
Requests (i.e., Income,
Employment)

ID Card Mailed within
30 Days of Verification

