6/20/2017
CSEAC & HIAC Assister/ Navigator Work Shop
Notes From: Dick Klick

Attendees: Brian Eck, Heidi Mathson, Leigh Grauman, Jonathan Watson, & Dick Klick
Attendees via Phone: Ghita Worcester, Matt Flory

- Firm request from all, portal access read-only!
- With potentially short enrollment period encourage/recommend accomplish administrative functions, e.g., setup accounts and password issues **BEFORE** enrollment begins.
- Phone hold times a major issue. (With the 2 above items this can shorten the need for phone time.)
- Staff capacity of ARC needs to increase.
- Clean up all current pending administrative issues **before** 2018 enrollment.
- Broker AORs an issue.

[This morning (6/20/17) I was talking with a broker phone assister and was informed ALL AOR issues have been handled. I was requested by this broker phone assister to request additional one-on-one AOR communication with brokers and broker phone assisters.]

In addition, we learned that manual handling of MNsure electronic AOR could take 4 – 6 weeks and paper AORs longer processing time by some insurers.

** Is the training of the broker portal sufficient? Or is the expectation administratively misleading**

- Assister companies (some) receive grant money so recovery of MNsure reimbursement not paramount crucial as with brokers.
- Special character training on applications.
- **Magnify** the importance of training and procedure changes with shortened enrollment.

Once broker has client administratively set up and MNsure financial assessment determined,
then let broker communicate directly with insurer, as opposed to having MNsure being involved as middle person.

Summary time (especially hold time), education, IT functionality are paramount for the shortened enrollment period. These are some items that were discussed.

Attendees please read, correct and address items you determine.