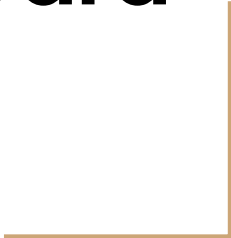




**Consumer and Small Employer  
Advisory Committee  
Recommendations to the  
MNsure Board**

Fall 2019



# Literacy

Goal: To ensure that all Minnesotans, regardless of education level or language can understand and use their coverage.

## Suggestions

- Cover Page with action items and deadlines in an easy to use format
- Third Grade Level literacy requirement for documents

# Ombudsperson Office

Goal: To reduce the confusion and disconnect between the multiple offices that are involved in an individual's insurance

# Life Event Changes

Goal: To allow MN sure to process life event changes more quickly and make the process more smooth for consumers.

## Suggestions

- Allow individuals to submit verification documents at the same time as submitting a life event change

# Short-Term Insurance

Goal: To provide coverage to individuals seeking an appeal through MN sure

Suggestions

- Provide gap insurance from the time an individual files an appeal to the time it is resolved