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 MNsure

Suggestions

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