AGENDA

9:30 – 11:30: Preparing for the 2020 Open Enrollment

11:30 – 12:30: Networking Lunch

12:30 – 4:00: MNsure Application and Assistance Support
Your MNsure team

- Consumer Assister Program staff:
  - Christina Wessel, Sr. Director of Partner and Board Relations
  - Bob Davy, Broker Coordinator
  - Nachee Lee, Community Specialist
  - Jana Rasmussen, Broker Coordinator
  - John Azbill-Salisbury, CAP Operations Coordinator
  - Dawn Napier, CAP Coordinator
  - Xee Yang, Legal Analyst

- Assister Resource Center/Broker Service Line:
  - Kellie Linda, ARC and Broker Service Line Supervisor
  - Amber Gullickson, ARC Lead
  - Debbie Myers, BSL Lead
Preparing for the 2020 Open Enrollment
Open Enrollment: Dates and Deadlines

- **Friday, November 1 – Monday, December 23, 2019**
  - All enrollments will have an effective date of January 1, 2020
  - Healthcare.gov open enrollment ends December 15
  - QHP-eligible consumers may qualify for a special enrollment period for 2019 coverage during open enrollment

- Open enrollment applies to consumers enrolling in a QHP
  - Minnesotans who may be eligible for Medical Assistance or MinnesotaCare can apply and enroll at any time!
  - American Indians who belong to a federally recognized tribe may enroll through MNsure or change plans one time per month, year-round.
  - All others must qualify for a special enrollment period (SEP) to enroll outside of open enrollment
Marketing Messages

Market research finds:
- Biggest barrier continues to be affordability
- Consumers are overwhelmed by the choices and the process
- More consumers are aware of MNsure, but some perceive it is for enrolling in public programs
- Performance/technology concerns lessen each year

Key messages
- Consumers have until December 23 to enroll in coverage for January 1
- Financial help is available and MNsure is the only place to get it
  - 2/3rds of MNsure enrollees qualify (average of $5,500 for a family)
- In-person assistance available from brokers and navigators to help working through process and choices
- MNsure is for everyone!
- Improved technology will make shopping and enrolling easier than ever
MNsure Contact Center Hours

- Open enrollment hours for MNsure Contact Center:
  - Monday – Friday: 8:00 am – 5:00 pm (with extended hours until 7 pm on Thursdays)
  - Saturday: 10:00 am – 2:00 pm
  - Sunday: Closed (except December 22)

- Exceptions:
  - Friday, November 1: 7:00 am to 6:00 pm
  - Saturday, November 2: 9:00 am to 4:00 pm
  - Closed November 28 & 29 for Thanksgiving (Note: specialists will not be available on November 30)
  - Extended hours for three days prior to the deadline:
    - Saturday, December 21: 10:00 am to 6:00 pm
    - Sunday, December 22: 10:00 am to 8:00 pm
    - Monday, December 23: 8:00 am to midnight
ARC/Broker Service Line Hours

- Open enrollment hours for ARC and Broker Service Line (BSL):
  - Monday – Friday: 8 am – 5 pm, 8 am to 7 pm on Thursday
  - Saturday: 10 am – 2 pm (except November 30)
  - Sunday: Closed (except December 22)
  - Remember: ARC opens at 9 am every Tuesday and Broker Service Line opens at 9 am every Wednesday

- Exceptions:
  - Friday, November 1: 7 am to 6 pm
  - Saturday, November 2: 9 am to 4 pm
  - Closed November 28, 29 and 30 for Thanksgiving
  - Extended hours for deadline:
    - December 21: ARC and Broker Service Line: 10 am to 6 pm
    - December 22: ARC: 10 am to 6 pm, BSL: 10 am to 8 pm
    - December 23: ARC: 8 am to 6 pm, BSL: 8 am to 8 pm
Two required courses for REcertification:

- MNsure Assisters Data Security, Accessibility, Compliance and Ethics (1 CE):
  - MNsure Data Security and Privacy
  - MNsure Accessibility, Compliance and Ethics
  - Achieve a score of at least 80% on the assessment

- MNsure Assister Portal (1 CE):
  - MNsure Assister Portal
  - MNsure Assister Portal Assessment

Recertification deadline: Monday, October 28!
NEW: One required course for broker **support staff** who will be calling/emailing the Broker Service Line:

- **MNsure Assisters Data Security, Accessibility, Compliance and Ethics** (takes approximately one hour):
  - MNsure Data Security and Privacy
  - MNsure Accessibility, Compliance and Ethics
  - Achieve a score of at least 80% on the assessment

### learning path

1. **(01) MNsure Assisters Data Security, Accessibility, Compliance and Ethics**
   - The courses and associated assessment in this curriculum are MANDATORY for ALL MNsure Assisters
2. **(02) MNsure Assister Core Curriculum**
   - 2019-20 Required for assisters who are new to MNsure, Optional for returning assisters
3. **(03) MNsure Assister Role-based Training**
   - Required for assisters who are new to MNsure, Optional for returning assisters
4. **(04) MNsure Assister Portal**
   - Required for all brokers in 2019/2020, optional for Navigators and CACs
Stay Certified: Navigators & CACs

- One required course for **REcertification**
- **MNsure Assisters Data Security, Accessibility, Compliance and Ethics** (takes approximately 1 hour):
  - MNsure Data Security and Privacy
  - MNsure Accessibility, Compliance and Ethics
  - Achieve a score of at least 80% on the assessment

**learning path**
1. **MNsure Assisters Data Security, Accessibility, Compliance and Ethics**
   - The courses and associated assessment in this curriculum are MANDATORY for ALL MNsure-Assisters.
2. **MNsure Navigators Core Curriculum**
   - 2019-20 Required for assisters who are new to MNsure, Optional for returning assisters
3. **MNsure Navigators Role-based Training**
   - Required for assisters who are new to MNsure, Optional for returning assisters
4. **MNsure Broker Portal**
   - Required for all brokers in 2019/2020, optional for Navigators and CACs

Recertification deadline: Thursday, October 10!
Open Enrollment Calendar

- **September 22: QHP renewal process began**
  - Most QHP consumers have had their 2020 eligibility automatically updated based on federal data sources, including tax credit amounts and cost-sharing reductions.
  - Process concluded September 30 and MNsure resumed processing life events October 2. Two things to note:
    - We have temporarily suspended processing events live over the phone. Assisters can still call and report those changes.
    - Assisters working with a consumer who is experiencing a Gain of ESI/MEC should not report that change online. Call the ARC or Broker Service Line to report the change and update the case.

- **October 1: Commerce announced final rates/plan offerings**
  - Premiums are remaining stable for 2020
  - MNsure plans: Every county will have at least two insurers, 39 more plan options overall
**Open Enrollment Calendar**

- **Early October:** MNsure sending renewal information (including updated tax credits) to health insurance companies
  - Note: Health insurance companies will mail their renewal notices using 2019 eligibility and APTC amounts
- **Mid-October:** Renewal notices
  - MNsure will mail renewal notices with 2020 eligibility (also available in the consumer’s online account).
  - DHS will mail MinnesotaCare and January 2020 Medical Assistance renewal notices
- **October 15:** Anonymous plan comparison tool goes live
  - Consumers can start researching 2020 plan options through the anonymous plan comparison tool on MNsure.org
Open Enrollment Calendar

- **November 1**
  - Open enrollment begins (system available at 7 am)
  - New enrollment platform goes lives!
  - Renewing consumers can shop online with updated eligibility
  - New QHP consumers can begin applying for coverage

- **December 23 – Last day of open enrollment**
  - Last day to select a plan for January 1 coverage (unless a SEP applies)

- **December 31**
  - Deadline for January 1, 2020 coverage for consumers qualifying for a SEP
New Online Enrollment Platform

- New shopping and enrollment platform has been released
  - Functionality won’t be live for consumers/assisters until November 1
  - Used for enrolling in coverage effective January 1, 2020 or after
  - 2019 SEP enrollments will be processed manually through end of the year (call MNsure to enroll)

- New platform features a consumer/assister dashboard with access to:
  - QHP-specific notices (eligibility notices will still be in METS)
  - Plan enrollment information (confirmations) for 2020
  - Ability to take actions, such as adjusting APTC and cancelling plans

- Improved visual experience – no more window-in-window when shopping and enrolling!
New Online Enrollment Platform

- New functionality will improve the back-end process, allowing MNsure staff to provide better enrollment support:
  - MNsure staff will be able to mirror consumer’s dashboard, providing better information about what consumers are experiencing
  - Starting for plan year 2020, enrollments previously handled manually will be automated with information going to carriers same day (enrollments are sent seven days a week)
- Broker AORs will be sent to carriers daily as part of consumer’s enrollment
  - AORs will be attached to the tax household enrolling, not just the online account holder
  - Since AORs will be connected with assister portal associations, the assister portal dashboard will show brokers all AORs
What is the Assister Portal?

- Tool that allows MNsure-certified assisters (brokers, navigators, CACs) to provide a higher level of customer service when helping a consumer complete an application or enroll in coverage.
  - The consumer uses their online account to give assister permission to apply or enroll on their behalf (Assister Authorization/AOR)
- Consumer convenience:
  - An assister can help a consumer with their application and enrollment without ever needing to meet in person
  - Consumers don’t need to come back to an assister’s office to complete the application or enrollment process
- Assister benefits:
  - MNsure notifies assisters if associated consumers are receiving certain manual notices (Federal Tax Information, failure to return verifications, etc)
  - Dramatically improves the efficiency and accuracy of the navigator payment process and broker AOR process
Access to the Assister Portal

- Broker access to the assister portal:
  - Certified brokers are given access to MNsure’s assister portal once certification and assister portal training has been completed
  - If you have not done so already, brokers should log into the assister portal dashboard now to make sure you are successfully able to access your account
  - If you are unable to access your account, please **send a screenshot of the message received and your assister portal username** to the broker service inbox at brokers@mnsure.org

- Navigators and CACs are given access to the assister portal once assister portal training has been completed AND the agency administrator has approved access through the Agency Management Program (AMP)
Just Takes a Minute to Associate

- Consumer creates an online MNsure account. At any point after creating their account, they can click on “Manage Assister”
  
  - We strongly recommend brokers make this a standard first step when assisting a consumer to improve your AOR experience

Apply and Enroll

- Apply for health coverage WITH financial help
  
  Find out if you qualify for tax credits for a private plan, or low- or no-cost coverage through MinnesotaCare or Medical Assistance

- Apply for health coverage WITHOUT financial help
  
  Enroll in a private plan if you know you do not qualify for tax credits or prefer to pay full price

Exemptions

- How to apply for an exemption to the health coverage mandate

Current Customers

- Go to your account
  
  Check enrollment status or eligibility results
Just Takes a Minute to Associate

- Consumer “adds” an assister and enters assister’s 7-digit reference number to authorize the assister permission to act on their behalf (AOR).

Assister Details

Do you need help?

If you are not already working with an assister, you can:

- Navigators are individuals from trusted organizations trained to provide free face-to-face and enrollment assistance.
- Agents and brokers are trained and licensed professionals offering face-to-face assistance and advice to help you select.

Select the Assister Helping You

If you are not already working with an assister, you can find an assister in your community by clicking on the ‘Get Help’ button above your application.

- Navigators are individuals from trusted organizations trained to provide free face-to-face and enrollment assistance.
- Agents and brokers are trained and licensed professionals offering face-to-face assistance and advice to help you select.

Enter the Assister Reference

Reference Number

Search Cancel

Assister Details

Reference Number
Address
Phone Number

Name
Email
Using the Assister Portal for AORs

- Beginning with 2020 enrollments and renewals, AORs must be created through the assister portal which will bring significant advantages to brokers:
  - AORs will be transmitted to carriers at the same time as the enrollment – seven days a week!
  - An AOR will be processed and sent to the carrier for each member of the household who is enrolling, not just the primary. This means there will no longer be an impact on the AOR if the primary ends coverage.
  - The association allows the broker to utilize all of the enhanced features of MNsure’s new enrollment technology to support their clients!

- It’s not too late! Brokers with 2019 AORs outside the assister portal have time to set 2020 AORs up through the assister portal. Just set up an association when checking in with clients this open enrollment!

- There will be an exception process for retroactive AORs and consumers who completed a paper application and do not have an online account.
Remember: Once a consumer associates with you, the association remains whether the consumer submits the application through their account or the assister does it through their portal.

More information on using the assister portal is on Assister Central:

**The Assister Portal**

- **MNsure Assister Central**
  - Welcome MNsure-Certified Assisters
    - Assister Central is a one-stop shop for MNsure-certified assisters to access resources and to learn the latest news and updates from MNsure.
Consumer Paths

- **New consumers:** Those who have never applied through MNsure in the past
  - Very important segment – may currently be missing out on financial assistance

- **Renewing consumers:** Those enrolled in coverage for 2019 and want to continue coverage for 2020.
  - Accounts for the majority of consumers
  - May need to take little or no action to maintain coverage

- **Returning consumers:** Those who have applied in the past, but are not currently enrolled in coverage
  - May or may not have enrolled in coverage when they applied
  - Can be difficult to identify and may face most challenging path to obtaining coverage for 2020
Helping a NEW Consumer: October

- Thorough prescreening is essential!
  - Confirm whether the consumer may have applied in the past before creating a new account – are they actually new?

- Can someone submit an application in October?
  - **Consumers applying for QHP coverage for 2020 should NOT start or submit an application prior to November 1**
  - Consumers who are eligible for a special enrollment period (SEP) for 2019 coverage can submit an application online, but will need to call MNsure to confirm their SEP and enroll in a plan
  - Consumers who may be public program eligible, as well as American Indian tribal members, can apply and enroll at any time of the year
Helping a NEW Consumer: November

- Consumers applying for QHP coverage for 2020 can apply and enroll from November 1 through December 23, 2019

- **Remember the unassisted path!** Consumers may be eligible for tax credits when they file their federal tax return if their income is lower than expected, but ONLY if they enrolled in a plan through MNsure

**Apply and Enroll**

- **Apply for health coverage WITH financial help**
  
  Find out if you qualify for tax credits for a private plan, or low- or no-cost coverage through MinnesotaCare or Medical Assistance

- **Apply for health coverage WITHOUT financial help**
  
  Enroll in a private plan if you know you do not qualify for tax credits or prefer to pay full price
Helping a NEW Consumer: New Enrollment Process

- After an application has been submitted, from the eligibility results screen, if any members of the household are eligible to enroll in a QHP, there will be a button to “Enroll in new plan”
Helping a NEW Consumer: New Enrollment Process

- This will take the consumer to their Dashboard in the **new shopping and enrollment tool**.
- During open enrollment, the consumer clicks on “Shop for plans”
Helping a NEW Consumer: New Enrollment Process

- On the next screen, the consumer will have an opportunity to indicate if they qualify for a hardship exemption.

- All adult household members (18 and over) are required to indicate whether or not they use tobacco.

- Consumer clicks “Continue” to agree to the privacy notice.
Helping a NEW Consumer: New Enrollment Process

- Consumers will select who in the household wants to enroll in a plan together ("enrollment group"). Only those eligible to enroll will be listed. Household members can enroll in different plans.
  - Household members may be automatically split into different enrollment groups, such as if there is an American Indian in the household eligible for a different cost-sharing reduction benefit.
  - Consumers should shop for a medical plan first. Any unused APTC can be applied to a dental plan premium.
Helping a NEW Consumer: New Enrollment Process

- After clicking on “Shop,” the consumer will begin the processing of choosing a plan (similar to the plan comparison tool).

- Consumers can answer some questions that will provide a more customized search (expected usage of medical service, amount of prescription drugs needed, etc.). These questions can be skipped if the consumer already used the plan comparison tool.
Helping a NEW Consumer: New Enrollment Process

- In shopping area, consumers can filter results using:
  - Plan type
  - Plan features
  - Metal level
  - Yearly deductible
  - Company
  - Quality ratings

- Click on “Compare” option and choose up to three plans to compare
Helping a NEW Consumer: New Enrollment Process

- When comparing plans, consumers can view comparison statistics:
  - Yearly deductible and out of pocket maximum
  - Doctor office visits
  - Drugs
  - Hospital services
  - Mental/behavioral health
  - Outpatient services
  - And more…
Helping a NEW Consumer: New Enrollment Process

- Consumers can view and confirm their plans in the cart before they enroll. They can see the following additional info on the cart screen:
  - Plan Info
  - Link to adjust APTC amount
  - Net monthly payment
  - Buttons to shop for a new plan or dental plans

Click the ‘continue’ button to sign and enroll.
Helping a NEW Consumer: New Enrollment Process

- Confirmation Page shows a summary of their enrollment
- From here, consumers can go back to the dashboard, print the confirmation page, or continue shopping for other members of their household
Renewing Consumers: October

- Renewing consumers will receive a renewal notice with updated eligibility for 2020
  - Notice will be mailed and will be available in the consumer’s online account
- All consumers should review the information used to update their eligibility and notify the processing agency immediately if any information is incorrect
- In some cases, a consumer MUST review, sign and return the notice in order to maintain coverage
- Consumers can begin researching plan options on October 15 when 2020 plans are available in the plan comparison tool
- Consumers cannot change plans for 2020 until open enrollment begins on November 1
Renewing Consumers: October

- Eligibility notices can be viewed in the consumer’s online account (but not through the assister portal)
- Consumer logs into their account and selects “Go to your account” under “Current Consumers”

Apply and Enroll

- Apply for health coverage WITH financial help
  - Find out if you qualify for tax credits for a private plan, or low- or no-cost coverage through MinnesotaCare or Medical Assistance
- Apply for health coverage WITHOUT financial help
  - Enroll in a private plan if you know you do not qualify for tax credits or prefer to pay full price

Exemptions

- How to apply for an exemption to the health coverage mandate

Current Customers

- Go to your account
  - Check enrollment status or eligibility results
Renewing Consumers: October

- Check under Notifications tab to find the eligibility notice

On My Notifications page, click on the orange triangle next to the consumer’s name to access eligibility notice.
Mailed to consumers re-determined eligible for a QHP in 2020

Also viewable to consumers through their online accounts

Will inform them of any updated tax credit amounts

Consumers should review data and contact MNsure to report changes by calling the MNsure Contact Center

Assistors can help consumers report changes using the online reporting process or by calling the ARC or Broker Service Line

Health Care Eligibility Renewal Notice

You are receiving this letter because you applied for financial assistance for insurance coverage through MNsure and your application is active, whether or not you are currently enrolled in health or dental coverage through MNsure. This notice explains the actions you need to take during open enrollment in order to enroll in coverage and to keep or change your insurance coverage through MNsure.

If you or your family members listed below are not enrolled in insurance through MNsure and not seeking coverage, you can disregard this renewal notice.

Based on the information we have for your household (see Information Summary below), your eligibility to purchase insurance and receive financial assistance through MNsure has been updated for the new coverage year. This notice is for members of your household included on the following Eligibility Status chart.

Please read through ALL this information carefully, as it will help explain what to expect in the coming months with your insurance plan.

MNsure open enrollment will begin November 1, 2017, and end January 14, 2018. During this period you will be able to enroll in health or dental coverage for 2018 through MNsure. You can choose to remain in your current plan or switch to a new plan.

If you have changes to report, please read the instructions in this notice for more information.

<table>
<thead>
<tr>
<th>Coverage Type</th>
<th>Eligibility Status</th>
<th>Program Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualified Health Plan with Advanced Premium Tax Credit/Cost-Sharing Reductions or Qualified Health Plan</td>
<td>Approved</td>
<td>1/1/2018</td>
</tr>
</tbody>
</table>

This text should print for each individual who is renewed:
Health Care Renewal Notice

- Mailed to households where a member is projected to be eligible for MA or MinnesotaCare as a result of updated information for coverage year
- Also viewable to consumers through their online accounts
- Consumers will need to complete, sign and return the included Renewal Form by the deadline specified, otherwise coverage will end on 12/31/2019
- Form should be returned to the address on the notice
Public Program Renewals

- DHS mailing January 2020 MinnesotaCare and Medical Assistance (MA) Need to Renew (NTR) notices in mid-October
  - MinnesotaCare coverage renews January 1 each year
  - MA renewals are selected monthly based on the original date of application and are renewed throughout the year
  - Forms must be completed, signed and returned by the deadline specified. Coverage will end 12/31/2019 for clients who do not return the form
  - NOTE: DHS will no longer be using DEED wage and unemployment data as part of the renewal process (will still be used to populate the online application)
- Minnesotans who may be eligible for Medical Assistance or MinnesotaCare can apply and enroll at any time!
Several changes have been made to the public program renewal notice:

- New subsection called “Reporting new income” to allow consumers to add income not on the renewal
- Adds more explanation for how to figure out PAI and how to fill out table on the renewal form
- Adds more explanation for income adjustment section and adds new section to report new adjustments
- Enhanced Health Care Results section – one single eligibility grid for all renewing members instead of multiple grids
Renewing Consumers: November

- QHP renewing consumers will be passively enrolled into their 2019 plan for 2020

- Consumers MUST contact MNsure to cancel their private plan if they want to end coverage. If they just stop paying premiums, they may need to pay past due premiums before restarting coverage with the same insurance company.

  - 2019 coverage – must be cancelled by calling MNsure
  - 2020 coverage – most will be able to cancel coverage online
Renewing Consumers: November

- If a consumer wants to enroll in a different plan for 2020:
  - Log into their account and click on “Go to your account” under “Current Customers”
  - To get to the new enrollment dashboard and view plan information, click on:
    - “View next year’s eligibility” or
    - Click on “Enrollments” in the blue navigation bar
Renewing Consumers: Changing Plans

- On the new enrollment dashboard, consumers can see their plan for 2020 and have the option to change plans.

<table>
<thead>
<tr>
<th>Welcome, Bobby Bell</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overview</strong></td>
</tr>
</tbody>
</table>

**Your Application Status**
- 2020 Application:
  - Complete
  - Eligibility Details

**Your Household Eligibility**
- Caspian Bell Not seeking coverage
- Bobby Bell
  - Advanced Premium Tax Credit
  - $0.00 per month

**Your Medical Plans**
- Medica
  - Medica Applause Catastrophic 2020T
  - For 1 member
  - Pending
  - View Details

**Your Dental Plans**
- Delta Dental
  - Delta Dental Kids Plan 2020T
  - For 1 member
  - Pending
  - View Details
Renewing Consumers: Changing Plans

- If they select “Change Plans,” they be shown the current plan and can click on the “Change Plan” option to be taken to the shopping cart

Welcome, Bobby Bell

<table>
<thead>
<tr>
<th>My Stuff</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>My Dashboard</td>
<td></td>
</tr>
<tr>
<td>My Eligibility History</td>
<td></td>
</tr>
<tr>
<td>My Households</td>
<td></td>
</tr>
<tr>
<td>My Enrollments</td>
<td></td>
</tr>
<tr>
<td>My Inbox</td>
<td></td>
</tr>
<tr>
<td>My Eligibility Home</td>
<td></td>
</tr>
</tbody>
</table>

SHOP FOR MEDICAL PLANS FOR 2020

Enrolled Household Members (1 member)

You have successfully enrolled the following household members.

- Bobby Bell
  Medica
  Medica Applause Catastrophic 2020T
  $149.30 per month

  [Change Plan]  [Cancel Coverage]
**Renewing Consumers: Changing Plans**

- The shopping cart will show the plan the consumer is currently enrolled in. If they want to change, click on “Shop for a Different Plan”

<table>
<thead>
<tr>
<th>Confirm Your Plan Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Medical Plan</strong></td>
</tr>
<tr>
<td>Monthly Premium</td>
</tr>
<tr>
<td>Medica Medica Applause Catastrophic 2020T</td>
</tr>
<tr>
<td>Change Effective Date: 01/01/2020</td>
</tr>
<tr>
<td>Monthly Total</td>
</tr>
<tr>
<td>Total Monthly Payment</td>
</tr>
</tbody>
</table>

**Please Note:** If you decide to shop for a new plan, prices will be calculated based on the coverage date of 01/01/2020. This means that your premium for a new plan could be higher, compared to keeping your old plan.

- The existing plan they are enrolled in will need to be removed. Note: If the consumer does not actually select a new plan, the members will remain enrolled in the current plan.
Returning Consumers: October

- A returning consumer will need to be identified through questioning during screening. They probably will not receive a renewal notice.
- Call MNsure to try to identify their username and reset their password.
- It may be necessary to report life event changes since their last application, or their previous case may need to be closed.
Save Time with the New Enrollment Tool

- Assisters can access these features through the consumer’s online account AND through the assister portal (if you have an association with the consumer)
  - Confirming enrollment status and plan information
  - Viewing premiums and adjusting APTCs
  - Cancelling and disenrolling from plans
  - Viewing basic demographic and household information
  - Viewing enrollment related notices
Save Time with the New Enrollment Tool

- Many features are available through the “My Eligibility History” section of the enrollment dashboard
Confirm Enrollment Details

- Click on “Plan Summary” to view details of the enrolled plan:
  - Plan name and benefit details
  - Monthly premium and elected APTCs
  - Coverage period (start date and end date)
- From here, you can:
  - Adjust the APTC amount
  - Disenroll from a plan
- You can also access similar information by clicking on “My Enrollments”
Adjusting APTC Amount

- During enrollment or after enrolling, the consumer can adjust APTCs each month, but change will not take effect until next month.
- If household members have enrolled in different plans the system will allocate APTC between the groups:
  - If one group says they only want to use $150 instead of the allocated $200, the $50 cannot be allocated to other group.
Cancel/Disenroll From a Plan

- Most consumers can cancel a plan (prior to coverage starting) or disenroll from a plan (once coverage has started) online!
  - Online option is only available for 2020 coverage
  - Consumers still need to call to disenroll from 2019 coverage
View Household/Demographic Details

- Consumers/assisters can also view some demographic information, such as address, who is in the household and their relationship status, dates of birth, and last four digits of SSN.

Welcome, Kher Dillard

My Stuff
- My Dashboard
- My Eligibility History
- My Households
- My Enrollments
- My Inbox
- My Eligibility Home

My Eligibility History

2020 Coverage
APTC: $202.70
CSR: Not Eligible

You have been enrolled.

To view your Demographic and Household info, click here.

To view your changes click here.

ELIGIBILITY RESULTS  REPORT A CHANGE
View Notices

- Consumers/assisters can check messages and notices regarding details about their coverage and important deadlines.

Welcome, Kher Dillard
My Stuff
- My Dashboard
- My Eligibility History
- My Households
- My Enrollments
- My Inbox

MNSure
Changes to your account
Fri Nov 15
MNSure
Re: ACTION REQUIRED: Receipt of Application
Fri Nov 15
Other Ways to Save Time!

- Don’t call, use the Excel case status request form!
  - Can request information on up to 20 cases at a time
  - Can check status of application, enrollment, life event, renewal
  - Find the forms on Assister Central under Quick Links

- Use the document upload site to submit verifications for QHP-eligible consumer to MNsure
  - Find the instructions on Assister Central under Quick Links

- Streamlined Federal Tax Information (FTI) authorization process
  - Consumers with an expired FTI will not be eligible for APTC or cost-sharing reductions
  - Download the PDF form from Assister Central (Navigator One Stop/Essential Tools or Broker One Stop/Forms and Guides)
  - Fax or mail in the form following instructions on the form
Other Tools for Assisters

- Online events calendar

Enrollment Events

New Helping Consumers section on Assister Central
Questions?