Navigator/CAC Statewide Webinar

The webinar will begin at 12:30.

The webinar is not being recorded, but this PowerPoint will be available on Assister Central.

During the webinar, please use the “chat” feature to submit questions!

June 5, 2019
Legislative Session Outcomes

- Extending Minnesota’s reinsurance program for two more years.
  - Reinsurance helps stabilize premiums for qualified health plans in the individual market by acting as a financial backstop for insurance companies with enrollees who have unusually expensive medical costs.

- Continuing a 1.8 percent tax on health care providers and repealing the sunset on this tax.
  - The provider tax is a critical funding stream for the Health Care Access Fund, which supports essential health care coverage through MinnesotaCare and Medical Assistance.
Navigator Payment Increase

- Payment rate per successful determination of eligibility for Medical Assistance is expected to increase from $25 to $70.
- The increase would be effective July 1, 2019.
- Increase will equalize the payment rate for Medical Assistance, MinnesotaCare and qualified health plans.
- MNsure’s board of directors is expected to officially set the new payment rate at their June meeting.
- The $70 rate would be reflected in the July – September quarter payment, which will be issued no later than November 30, 2019.
- Attachment A of the Navigator Contract will be modified to reflect the increase once it has been approved by the board.
Navigator Payment Policy

www.mnsure.org/assister-central/navigator-one-stop/policy-procedures/index.jsp

Policies and Procedures

Policies, procedures and contracts for MNsure-certified navigators and CACs.

Contract Attachments

- 2019-2022 MNsure Grant Services Contract Navigator/In-Person Assister Attachment A (PDF)
- 2019-2022 MNsure Grant Services Contract Navigator/In-Person Assister Attachment B (PDF)
- 2019-2022 MNsure Certified Application Counselor Services Agreement Attachment A (PDF)
- 2019-2022 MNsure Certified Application Counselor Services Agreement Attachment B (PDF)
- 2019-2022 MNsure Joint Powers Agreement Navigator/In-Person Assister Attachment A (PDF)
- 2019-2022 MNsure Joint Powers Agreement Navigator/In-Person Assister Attachment B (PDF)
- MNsure Certified Application Counselor Services Agreement with Tribal Nation Attachment A (PDF)
- MNsure Grant Services Contract with Tribal Nation Navigator/In-Person Assister Attachment A (PDF)

Navigator and CAC Policies and Procedures

- Assister Case Association (updated 08-2017)
- Assister Directory (released 9-2016)
- Assister Portal Access (released 9-2016)
- Assister Resource Center Service Line (updated 3-2019)
- Case Status Request (updated 10-2017)
- Certification (released 09-2017)
- Enrollment Report (updated 11-2017)
- Limited English Proficiency
- Manual Account Creation
- Navigator Case Association Form (updated 05-2018)
- Navigator Payment Policy (updated 10-2018)
- Create the Existing Account Creation (released 10-2018)
- Recertification (released 08-2017)
- Secure Email
- Submitting Organization Rosters (released 02-2019)
- Virtual Meetings

Assister Joint Policies and Procedures

Joint policies and procedures for all MNsure-certified brokers, navigators and CACs.
## Qualified Health Plans

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<tr>
<th>Navigator Action</th>
<th>Method(s) of Associating for Payment</th>
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| Assist a consumer with submitting an online application that results in a QHP determination (with or without financial assistance). | • Assister portal  
• Signature page of online application  
(Using BOTH methods is recommended) |
| Assist a consumer with submitting a paper application (DHS-6696 or DHS-6741) that results in a QHP determination (with or without financial assistance). | Appendix C of the paper application                                        |
| Assist a new consumer with enrolling in a QHP during open enrollment (if the consumer submitted an application prior to working with the navigator). | • Assister portal (preferred method). OR  
• Navigator Case Association Form |
| During open enrollment, assist a renewing consumer with selecting a different QHP for the new plan year. | • Assister portal (preferred method). OR  
• Navigator Case Association Form |
| Assist a consumer with enrolling in a QHP during a special enrollment period. | • Assister portal (preferred method). OR  
• Navigator Case Association Form |
| Assist a consumer with adding a new member to the household who is applying for coverage, which results in a QHP determination (with or without financial assistance). | Navigator Case Association Form |
| Assist a consumer with changing a non-applicant to an | Navigator Case Association Form |
Navigator Payment Policy

- Online or manual account creation
- Providing education to consumers about their coverage
- Resetting a password
- Submitting a MinnesotaCare or QHP premium payment
- Terminating QHP coverage

Procedures

Refer to the Assister Case Association policy and Navigator Case Association Form for procedures of consumer.

Frequently Asked Questions

See FAQ about navigator payments.

Terms and Definitions

- **Auto renewal**: Those enrolled in Medical Assistance (MA), MinnesotaCare or a qualified health plan whose electronic information was received or available to confirm continued eligibility.
- **Enrollment**: The submission of an application or renewal that results in eligibility for a QHP, public health care program, or the selection of a QHP through MNsure, including properly using resources and data to perform this function.
- **Insurance Affordability Program (IAP)**: These programs include Medical Assistance, MinnesotaCare, and


Case Association Policy

Assister Case Association Policy

This policy applies to navigators and certified application counselors (CACS), referred to collectively as assisters in this policy.

Policy Details

Navigators and CACS associate with applications and/or enrollments for the following reasons:

- To comply with federal requirements that navigators receive authorization prior to obtaining access to an applicant's personally identifiable information and maintain a record of the authorization in a form and manner as determined by MNSure (45 C.F.R. 155.210(e)(6)(ii)).
- To allow processing agencies to release information about the status of an application.
- To facilitate the processing of navigator per enrollee payments.

There are five ways an assister can associate with an application or enrollment:

1. Assister information is entered on the signature page of the online application.
2. The consumer associates with an assister through the assister portal. The application and/or enrollment can be completed using the consumer or assister portal.
3. The assister portion of Appendix C of the Application for Health Coverage and Help Paying Costs (DHS-6696) or Application for Health Coverage (DHS-6741) is completed.
4. Assister submits the General Consent/Authorization for Release of Information (DHS-3549) to DHS-HCEO or a county or tribal agency.
5. Navigators only: The navigator completes, signs and submits an online or paper Navigator Case Association Form.

An association is not required for the ARC to provide certified assisters with information regarding a consumer's application and enrollment status.

Procedure for Associating with a Consumer When Submitting an Online Application

1. In the "MNSure Assister" section of the "Signature" page of the online application, select "Yes" to the question: "Did a MNSure Assister help you with this application?"
2. Additional fields will pop open. Enter the assister's nine-digit alpha-numerical Assister ID in the "Assister ID" field and the full name of organization into the "Organization Name" field.
3. The association information is stored in METS as case evidence. Information is viewable to caseworkers (including ARC, MNSure Contact Center, DHS and counties).
The form is only for navigators for payment purposes. To be associated for information sharing purposes, submit the DHS-3549 (Authorization for Release of Information) to DHS or the county.

The form should only be used as a last resort, when other methods of associating are not possible. For example, when assisting with a public program consumer in “Need to Renew” status it is necessary to use the case association form.

Do not submit a form when assisting with reporting a Life Event Change (LEC) for a QHP consumer or a Change in Circumstance (CIC) for a public program member. Assisting a with reporting changes is not eligible for payment except for specific situations explained in the Navigator Payment policy.

Submit the form ONLINE. We are phasing out the paper version of this form and it will soon only be available by request for limited circumstances.
Thank you!

Use #6 to unmute your line and ask a question. Remember to state your name and organization. Use *6 to remute your line when you are done.