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 (look for the “chat” image circled below) to submit questions!

November 5, 2019
Updates from DHS
ARC Hours

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

- Exceptions:
  - Closed November 28, 29 and 30 for Thanksgiving
  - Extended hours for deadline:
    - December 21: 10 am to 6 pm
    - December 22: 10 am to 6 pm
    - December 23: 8 am to 6 pm
Tips for Open Enrollment

- Detailed guides on navigating the new enrollment tool are on Assister Central under Helping Consumers: Shop and Enroll.
Tips for Open Enrollment

- MNsure has posted a guide for QHP renewals that includes sample notices and explains the reason/purpose for each notice. The guide is on Assister Central: Helping Consumers: Renewals
Tips for Open Enrollment

- Want to check the status of something?
  - Remember to use the Excel file case status request form on Navigator One Stop: Essential Tools (or under Quick Links)
  - Best place to check a public program renewal is by calling the servicing agency – the ARC can only see the status if the renewal has been completed

- Watch the Navigator Communication & Assister Central: Announcements:
  - We will continue to post MNsure’s life event status date
  - We will begin posting the DHS status date for processing renewals this week
  - We will also begin posting the status date for manual account creations this week
Error When Accessing Plan Shopping

- Situation: A consumer applied in the past (typically a renewing consumer) and is eligible for a QHP (with or without assistance).
- Instead of the “Enroll in plans button,” there is a message saying, “Please wait while your account is set up for plan shopping”.
- The message appears whether attempting to enroll in a plan using the consumer’s account or the assister portal.
Steps to Take

- If the consumer needs to enroll in a QHP:
  - First use the Plan Comparison Tool to research available plans.
  - Once the consumer has decided on a plan, call the ARC with the consumer (or the consumer can call the Contact Center) to enroll.
  - Report the error to the ARC when you call to enroll in a plan.

- If the consumer does not need to select a plan at that time:
  - Please help us track the issue by taking screen shot of the error and use a secure email to send the screen shot and the following information to navigators@mnsure.org:
    - Consumer’s first and last name
    - Consumer’s date of birth
    - Did the consumer submit a new online application that day?
    - Were you trying to enroll using consumer’s account or the assister portal?

- DO NOT call the ARC to report the error. MNsure cannot resolve this error at this time, although we can help the consumer enroll. So, if the consumer is not ready to enroll, calling will not help.
Error When Accessing Plan Shopping

- Why does this happen? We are continuing to investigate the cause, but at this time, the scenario appears to be:
  - The consumer has an online account and applied online in the past. At some point, that online application (case) was closed and a new case was entered by a caseworker (appears as a “paper application” in METS).

- What if this error happens right after a consumer has submitted a **new** online application?
  - Wait for a minute or two, or log out and log back in again.
  - If the error is still happening, call the ARC.
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.