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!

October 2, 2019
Updates from DHS
MNsure Updates

- Open enrollment dates
  - Friday, November 1 through Monday, December 23
- ARC and Contact Center hours have been released – check for the announcement on Assister Central
- MN Department of Commerce released final rates and plan information for 2020
  - Rates are remaining relatively stable for 2020
  - All currently enrolled consumers can be cross-walked to the same or similar plan for 2020
  - Each county will have at least two health insurance companies
  - There will be 122 plans offered through MNsure for 2020, 39 more options than last open enrollment
QHP Renewal Process Update

- Most QHP consumers have had their 2020 eligibility automatically updated based on federal data sources, including tax credit amounts and cost-sharing reductions.

- MNsure has resumed processing life events as of October 2
  - 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.

- Renewal notices are being generated and will be available in the consumer’s online account and mailed (starting mid-October)

- Special enrollment period?
  - Consumers can submit an online application now, but they must use the anonymous plan comparison tool to pick a plan, then CALL to report the change and select the plan
Assister Assembly Conferences

- Day-long conference to provide free in-person training to our assister partners. Lots of very important information!!
- Certified assisters, **staff currently certifying**, administrators and support staff encouraged to attend. The content will be useful for new and returning assisters!
- Locations (each 9:30 am to 4:00 pm, lunch included):
  - Thursday, October 10 – St. Paul (registration closes TODAY)
  - Monday, October 14 – Mankato (registration closes this FRIDAY)
OE 2020 Recertification Requirements

- ALL navigators and CACs must complete recertification prior to the start of open enrollment (OE).

- Training requirements for OE 2020 (approximately 1 hour):
  - MNsure Data Security and Privacy
  - MNsure Accessibility Compliance and Ethics
  - Achieve a score of at least 80% on the knowledge assessment

- The deadline is Thursday, October 10!
OE 2020 Recertification Requirements

- When you log into the MNsure Learning Center, you will see other courses which may show a status of “not started or expired” or “in progress.”

- The only course required for recertification is MNsure Assisters Data Security, Accessibility, Compliance and Ethics. The other courses (Core Curriculum and Role-Based-Training) are only required for new assisters certifying for the first time.

<table>
<thead>
<tr>
<th>Learning Path</th>
<th>Required</th>
<th>Enrollment Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>(01) MNsure Assisters Data Security, Accessibility, Compliance and Ethics</td>
<td>Yes</td>
<td>not started or expired</td>
</tr>
<tr>
<td>(02) MNsure Assister Core Curriculum</td>
<td>Yes</td>
<td>not started or expired</td>
</tr>
<tr>
<td>(03) MNsure Assister Role-based Training</td>
<td>Yes</td>
<td>not started or expired</td>
</tr>
</tbody>
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Certification Tips

- Agency administrators must add staff to the agency’s roster in AMP:
  - Be sure to complete all the required sections, especially the “Certification Information” section. If you do not complete this section, the ARC cannot create their training account!

- Staff can submit their background study consent form AS SOON AS you have added them to your roster!

- Worried staff haven’t received their Training ID, wondering what’s left for them to do? CHECK AMP! You can see if their Training ID is active, whether their background study has passed and what training is left to do! (Same for recertification!!)

- If in doubt, check Essential Tools on Navigator One Stop – there are step by step instructions with screen shots for EVERYTHING you use AMP for, including adding staff, checking certification and checking recertification!
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.

To submit questions via chat, click on the “chat” bubble image on the bottom of your screen to access this feature.