Broker Statewide Webinar

The webinar will begin at 12:00.

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!
MNsure’s eighth open enrollment period will run from November 1 – December 22, 2020

Minnesotans will have one week longer to enroll than states using the federal exchange

- Consumers need more time to predict their financial situation and health care needs for the 2021 coverage year
- Brokers and navigators will need more time to assist consumers remotely

MNsure will announce OE hours for the Contact Center and Broker Service Line at a later date

Watch for announcements regarding online Assister Assemblies and carrier webinars starting next month!
Reminders
Working with the Broker Service Line

- Special enrollment period (SEP) and eligibility verifications cannot be submitted via secure email. Please refer to instructions on Assister Center: Helping Consumers: Verifications for detailed instructions.

- While we strive to respond sooner, requests submitted to the Broker Service Line (BSL) will be researched and answered within 2-5 business days. Please wait 5 business days before checking on the status of an emailed question.

- Questions regarding certification, recertification or the Broker Agency Management Program (BAMP) cannot be answered via phone. Please submit any questions via email to the BSL!
Agent of Record Reminders

- Brokers must create an agent of record (AOR) through the assister portal by having the consumer create an association using the “Manage Assister” feature in the consumer’s MNsure account.

- Manual AORs:
  - If the consumer is unable to complete an online association, usually due to a paper application, the Broker Service Line (BSL) will send you a manual AOR when assisting with the manual enrollment over the phone.
  - If you have a case where you think you need a manual AOR and one was not generated at the time you called for enrollment, please email the BSL.
Agent of Record Reminders

- 2020 Manual AORs:
  - MNsure has reviewed all 2020 manual AORs and determined which AORs could be set up through an assister portal association.
  - We will be contacting brokers with detailed information and you will need to set up an assister portal association for that AOR to continue in 2021.
  - 2020 manual AORs where the consumer **cannot** associate will be carried over to 2021 if the consumer renews.
Recertification for Open Enrollment (OE) 2021
OE 2021 Recertification Requirements

- All brokers and support staff must complete recertification prior to the start of open enrollment (OE).

- Training requirements for OE 2021 (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 course content has not changed for 2021, so CE credit will only be available for newly certifying brokers (not for recertifying brokers)
OE 2021 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, Role-Based Training and Assister Portal) are **OPTIONAL** for those recertifying.

- **learning path**
  - (01) MNsure Assisters Data Security, Accessibility, Compliance and Ethics 20-21
    - The courses and associated assessment in this curriculum are MANDATORY for ALL MNsure Assisters
  - (02) MNsure Assister Core Curriculum 20-21
    - 2020-21 Required for NEW assisters who are certifying, NOT REQUIRED for annual REcertification
  - (03) MNsure Assister Role-Based Training 20-21
    - Required for NEW assisters who are certifying, NOT REQUIRED for annual Recertification
  - (04) MNsure Assister Portal 20-21
    - 2020-21 Required for NEW assisters who are certifying, NOT REQUIRED for annual Recertification
Browsers keep updating their code, and the online learning platform isn’t keeping up with all of the changes, so these tips will help you avoid the most common issues:

- Launching a course is different depending on the browser you are using. If you launch it incorrectly, your progress won’t be tracked:
  - Google Chrome: Once you get to a Use the “Start course activities” link
  - Internet Explorer: Use the green “Start” button under the “course activities” tab
  - Mozilla Firefox: Either option will work
Tips for Completing the Training

- There are two extra windows that come up as you are completing courses in the learning center. Do not close these windows at any time. Do not close these windows when you complete the course or if you take a break, they will close on their own. Closing these windows will stop your course from recording progress. If this does happen, you will need to clear your cache/cookies and start the course over.
Tips for Completing the Training

- We have broken up the courses into smaller lesson to reduce problems, but if you do need to take a break in the middle of a lesson, close the lesson by closing that window. If the Learning Center times out (after 5-10 minutes), it will not track your progress and you will need to “Restart” the course to get credit.

- In order to get credit for completing the course, you will need to participate in the interactions included in the course. For example, be sure to answer the “Check Your Understanding” questions asked within each course. The course looks at the number of links and slides that were viewed when calculating whether the course was completed.
Confirming Recertification Completion

- MNsure updates training records in the Broker Agency Management Program (BAMP) **twice per week**. Please be aware that it may take three to four business days before we have recorded completion of a course.

- Once we have recorded completion:
  - Individuals will receive an email confirmation of their recertification.
  - Agency administrators can confirm staff recertification completion online through the Broker Agency Management Program (BAMP)

- Please wait at least **one full week** before contacting the Broker Service Line (BSL) with any questions about recertification completion. All requests must be submitted via email to brokers@mnsure.org (BSL staff answering phones do not have access to recertification status information.)
OE 2021 Recertification Process

- Recertification training requirements must be completed by **Thursday, October 15, 2020** or your certified status will lapse:
  - You will no longer be authorized to assist consumers with the application and enrollment process
  - You will no longer have access to Broker Line services
  - Your access to the assister portal will be suspended (if applicable)
  - Brokers will be removed from the online Assister Directory

- Suspended brokers will be able to reactivate their certification after the date of their suspension by completing all outstanding recertification requirements.
Update Information in BAMP

- Reminder: Ensure a smooth recertification process this year by confirming information in BAMP (Broker Agency Management Program) is accurate:
  - Agency roster: Change the status of brokers or support staff who are no longer active to “inactive” so they do not receive recertification communications
  - Individual staff: Confirm that contact information, especially the email address, is current
  - Directory information: Confirm that information visible to the public through the assister directory is current

- Information on how to update agency information can be found in the Registration Section of Broker One Stop
Resources

- Please visit Assister Central to find the resources related to this presentation.
  - Updated information about current certification and recertification processed can be found in the “Certification and Recertification” section of Broker One Stop.
  - The Certification and Recertification policies and procedures can also be found on Broker One Stop.
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.