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!

January 8, 2020
Updates from DHS
MNsure Updates
Another successful open enrollment!

- Open enrollment ended on December 23 with 117,520 Minnesotans signed up for private health insurance coverage
- 53% of households qualified for advanced premium tax credits average $5,244 a year (as high as $9,306 in Southeast Minnesota)
- There were also 58,417 public program applicants during the open enrollment time period
- The ARC handled more than 11,000 calls from navigators and CACs during open enrollment (compared to the MNsure Contact Center’s call volume of 80,745)
Special enrollment periods

- Now that the open enrollment is over, a special enrollment period (SEP) is required to enroll in or change a QHP
- An individual must either experience a qualifying event or be a member of federally-recognized tribe in order to qualify
- The steps for enrolling are different depending on whether the consumer is new to MNsure or is a returning consumer. Be sure to review the process on Assister Central: Helping Consumers: Special Enrollment Period
- Note: There is a known issue that is preventing some consumers from attesting to their SEP event and we are unable to complete their enrollment. Please call the ARC to report the issue. We will contact the assister as soon as the consumer is able to enroll. The consumer will get the requested effective date once the issue is resolved.
Consumers enrolled in coverage

- For consumers enrolled in a 2020 plan through MNsure:
  - Remember that an enrolled consumer can adjust their APTC at any time during the year by logging in to their enrollment dashboard
  - Enrolled households who want to cancel their plan can do so by logging in to their enrollment dashboard. If only part of the household needs to cancel their plan, you will need to call with your consumer present to get the plan cancelled for that consumer.
Tax time and 1095-As

- MNsure will begin mailing 1095-A forms to consumers who enrolled in a qualified health plan through MNsure during 2019. All forms are expected to be mailed by January 31.
- Consumers will be able to view the form in their METS account before receiving it in the mail.

**Note:** The 1095-A form will be available in the consumer’s “Notifications” section in their METS account.

The 1095-A form will **not** appear in the “My Inbox” section of the enrollment dashboard, so assisters cannot see it using the assister portal.
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.