Broker Monthly Webinar

The webinar will begin at 12:00 p.m.

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 9, 2020
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 Broker Service Line handled more than 12,000 calls from brokers during open enrollment (compared to the MNsure Contact Center’s call volume of 80,745)
- MNsure has sent carriers more than 40,000 AORs for 2020 plans – 90% were completed through the assister portal and sent to the carrier the same day along with the enrollment!
Tips for confirming enrollments online

- Through the assister portal, you can confirm a consumer’s enrollment and verify that they have paid their first premium
- Log in to your assister portal account
- Click on the “dashboard” link on the left-hand side of the page
- Next to the consumer’s name, click on “Assist client”
Tips for confirming enrollments online

- After clicking “Assist Client”, click on “View Enrollment History” to get to the consumer's enrollment dashboard.
Tips for confirming enrollments online

- On the dashboard, you’ll see the consumer’s enrollment information. Enrollments are sent by electronic transaction to the carriers EVERY night. If you see enrollment information, it has been sent to the carrier (we cannot speak to carrier processing times).

- If it says “Pending” – The enrollment has been sent to the carrier, but MNsure is awaiting payment confirmation.
Tips for confirming enrollments online

- If it says “Enrolled” – The carrier has received the premium payment and the enrollment is completed.
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 the Broker Service Line to get the plan cancelled for that consumer.
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 Broker Service Line to report the issue. We will contact the broker as soon as the consumer is able to enroll. The consumer will get the requested effective date once the issue is resolved.
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.
SSN Verification: What is changing?

- The SSN is one of the most critical data elements for matching a person to an existing person record in METS. Effective Monday, January 13, consumers and assisters will see new questions in the online application.

- An additional field titled, “Re-Enter Social Security Number” is being added to the application process for consumers.

- A new page entitled, “SSN Confirmation” will be added to the application as well. This page will be displayed after the SSN has been entered to allow user a chance to confirm the SSN entered and warn them of the impacts of entering an incorrect SSN for that person.

- The SSN must be valid (which is determined by the system), The number entered in the SSN field and the Re-Enter SSN fields must match, and the same SSN cannot be used for more than one member on an application.
SSN Verification: What is changing?

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SSN Verification: What is changing?

- A new “SSN Confirmation” screen will ask consumers to confirm that it is the correct SSN.

![SSN Confirmation Screen](image-url)
SSN Verification: What is changing?

- If they answer “No,” the consumer will have the opportunity to enter and re-enter a different SSN.
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.