Broker Statewide Webinar

August 12, 2021, 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 in the lower right-hand corner to submit questions!
### MNsure Dashboard

#### METS Activity,
November 1, 2020 – July 18, 2021

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>278,469</td>
</tr>
<tr>
<td>Medical Assistance Applicants</td>
<td>112,776</td>
</tr>
<tr>
<td>MinnesotaCare Applicants</td>
<td>23,248</td>
</tr>
<tr>
<td>Qualified Health Plan Sign-ups</td>
<td>142,445</td>
</tr>
<tr>
<td>QHP New Consumers</td>
<td>43,389</td>
</tr>
<tr>
<td>Qualified Dental Plan Sign-ups</td>
<td>27,817</td>
</tr>
</tbody>
</table>

#### Financial Assistance – Plan Year 2021
as of July 18, 2021

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households with Advanced Premium Tax Credit</td>
<td>58.9%</td>
<td>$99,557,471.53</td>
</tr>
<tr>
<td>Households with Cost-Sharing Reductions</td>
<td>11.7%</td>
<td></td>
</tr>
<tr>
<td>Average Monthly APTC by Household</td>
<td></td>
<td>$507.15</td>
</tr>
<tr>
<td>Cumulative APTC through June 2021</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
American Rescue Plan Act (ARPA) Implementation Update

- Phased approach to implementing provisions of the ARPA is complete
  - April 30: Increased APTC for consumers up to 400%
  - June 8: Removed the 400% FPL cap for APTC
  - June 30: Enabled additional benefits for recipients of unemployment insurance (UI)

- $73 million in additional annual premium savings will be available to enrolled Minnesotans

- Almost $10 million will be available to those previously ineligible

- Several thousand enrolled members are newly eligible for the UI benefit and lower (or $0) monthly premiums

Prepared for July 21, 2021 board meeting
Federal Tax Information Authorization

- MNsure requires authorization from a consumer to access their federal tax information. Consumers can authorize MNsure’s access for a maximum of 5 years.

- If the authorization has expired, we cannot update their eligibility for financial help during the renewal process and they will lose any eligibility for advance premium tax credits (APTC) and cost-sharing reductions (CSR) for 2022.

- MNsure has mailed notices to over 7,000 households whose authorization is expiring. Consumers can update their authorization online or by returning a paper form.
Open Enrollment Preparations

- MNsure will offer four opportunities for pre-open enrollment online training. We encourage you to get one of these on your calendar now!
  - Thursday, September 16, 2:00 – 3:30 p.m.
  - Tuesday, September 21, 9:30 – 11:00 a.m.
  - Wednesday, September 22, 12:30 – 2:00 p.m.
  - Wednesday, September 29, 9:00 – 10:30 a.m.

- Preliminary 2022 rate announcement shows all carriers continuing to offer plans through MNsure for next year. We are working to schedule carrier webinars for late September – early October.
Recertification for Open Enrollment (OE) 2022
OE 2022 Recertification Requirements

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

- Recertification training requirements for brokers for OE 2022 (approximately 1 hour):
  - MNsure Data Security and Privacy
  - MNsure Accessibility, Compliance and Ethics
  - Achieve a score of at least 80% on the knowledge assessment

- NEW: Recertification (and certification) training requirements for support staff for OE 2022:
  - MNsure Assister Data Security, Accessibility, Compliance and Ethics
  - MNsure Assister Core Curriculum
  - MNsure Assister Role-Based Training
OE 2022 Recertification Requirements

- **Broker Recertification**

  - **learning_path**
    - (01) MNsure Assister Data Security, Accessibility, Compliance and Ethics 21-22
      - The courses and associated assessment in this curriculum are MANDATORY for ALL MNsure Assisters
    - (02) MNsure Assister Core Curriculum 21-22
      - Required for NEW assisters who are certifying, NOT REQUIRED for annual Recertification
    - (03) MNsure Assister Role-Based Training 21-22
      - Required for NEW assisters who are certifying, NOT REQUIRED for annual Recertification

- **Support Staff Recertification**

  - **learning_path**
    - (01) MNsure Assister Data Security, Accessibility, Compliance and Ethics 21-22
      - The courses and associated assessment in this curriculum are MANDATORY for ALL MNsure Assisters
    - (02) MNsure Assister Core Curriculum 21-22
      - Required for NEW assisters who are certifying, NOT REQUIRED for annual Recertification
    - (03) MNsure Assister Role-Based Training 21-22
      - Required for NEW assisters who are certifying, NOT REQUIRED for annual Recertification
OE 2022 Recertification Process

- Recertification training is available NOW and must be completed by October 14, 2021.

- MNsure emailed all brokers and support staff instructions for completing recertification on Monday, August 2, including a reminder of their Unique Key for logging into the Learning Center.

- The course content has not changed for 2022, so CE credit will only be available for newly certifying brokers (not for recertifying brokers).
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 BAMP.

- Please wait at least **one full week** before contacting the Broker Service Line with any questions about recertification completion. All requests must be submitted via email to brokers@mnsure.org.
Update Roster Information in BAMP

- Reminder: Ensure a smooth recertification process this year by checking to make sure information in BAMP (Broker Agency Management Program) is accurate and up-to-date:
  - 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: Contact information, especially email address, must be correct
  - 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
OE 2022 Recertification Process

- Recertification training requirements must be completed by **Thursday, October 14, 2021** 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.
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 for Attending!

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