Broker Statewide Webinar

December 9, 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!
Open Enrollment Deadlines

- Consumers must apply/enroll by December 15 for January 1 coverage!
- Open enrollment runs through January 15, 2022, but consumers enrolling from December 16 to January 15 will have a February 1 start date.
- Some consumers may still qualify for January 1 coverage AFTER December 15:
  - Those eligible for Medical Assistance or MinnesotaCare
  - Those who qualify for certain special enrollment periods
Open Enrollment Hours

- Saturday hours started this month!
  - December 11 and 18 and January 8: MNsure Contact Center and Broker Service Line are open from 9 a.m. to 1 p.m.

- Extended hours for December 15 deadline:
  - Monday, December 13: 8 a.m. – 6 p.m.
  - Tuesday, December 14: 8 a.m. – 8 p.m.
  - Wednesday, December 15: 8 a.m. – 10 p.m.

- Closed on the following holidays:
  - December 24, December 25, December 31, January 1
AOR “Contact Us” Defect

- For some NEW applications, the broker AOR data is not correctly transferring from METS into the enrollment system (so the AOR is not being transmitted to the carrier).

- A broker will experience the defect if they are using their assister portal account. From the enrollment dashboard, instead of the option to enroll the consumer, there is a message to “Contact Us.”
AOR “Contact Us” Defect

- If a broker is using the assister portal and experiences the defect:
  - Call the Broker Service Line and they can enroll the consumer and trigger the AOR.
  - If you do not have time to call the Broker Service Line, the consumer can enroll through their account.

- If a broker enrolls through a consumer account and is unaware of the defect: MNsure can identify impacted enrollments and will trigger AORs on the backend.

- MNsure is identifying all impacted enrollments:
  - We are manually fixing any 2021 SEP enrollments impacted by the defect and will send the carrier a retroactive AOR if necessary.
  - We have triggered AORs for any impacted 2022 enrollments submitted through December 6 and will continue to run batches until the defect is fixed.
Other Updates

- Remember: Starting December 1, only 2022 project annual income (PAI) should be reported when reporting life events to MNsure. It is no longer necessary to include the 2021 PAI.

- A HealthPartners plan was initially listed as being available in the wrong service area. The issue has been corrected and impacted consumers are being notified:
  - A very small number of households outside the service area had enrolled for 2022. Direct outreach is being completed to ensure they select a new plan.
  - This was the benchmark plan for that region. Changing the benchmark plan results in an increase in 2022 APTCs for some households in Benton, Stearns, Wright, Sherburne and Carver counties. APTCs have been redetermined and applied to 2022 coverage. Consumers will receive a manual notice.
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.