



# Navigator/CAC Statewide Webinar

October 6, 2021, 12:30 p.m.

The webinar is not being recorded, but this PowerPoint will be available on Assister Central

Closed captioning is available by selecting the "Multimedia Viewer"

**During the webinar, please use the "chat" feature in the lower right-hand corner to submit questions!**





# DHS Updates





# MNsure Updates



# OE Readiness: Training

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- Assister Assemblies have concluded:
  - PowerPoint slides have been posted on Navigator One Stop/Meetings and Webinars
  - We will be posted a recording of the final assembly soon
- Health and dental insurance webinars wrap up today:
  - Blue Cross Blue Shield from 2:00 – 3:00 pm. A link to the webinar is on Navigator One Stop/Meetings and Webinars
  - PowerPoint slides from previous webinars have been posted

# OE Readiness: Recertification

- **Deadline is NEXT THURSDAY, October 14**
- Training requirements for OE 2022 (approximately 1 hour). All **THREE** components must be completed:
  - MNsure Data Security and Privacy
  - MNsure Accessibility Compliance and Ethics
  - Achieve a score of at least 80% on the knowledge assessment

☐ [\(01\) MNsure Assister Data Security, Accessibility, Compliance and Ethics 21-22](#)

Yes **complete / all current**

The courses and associated assessment in this curriculum are MANDATORY for ALL MNsure Assisters

• <a href="#">MNS22ADP</a>	MNSURE ASSISTER DATA PRIVACY AND SECURITY	Yes	<a href="#">Finished</a>
• <a href="#">MNS22ACE</a>	MNSURE ASSISTERS ACCESSIBILITY, COMPLIANCE AND ETHICS	Yes	<a href="#">Finished</a>
• <a href="#">MNS22ADPA</a>	MNSURE ASSISTER DATA SECURITY, ACCESSIBILITY AND COMPLIANCE ASSESSMENT 21-22	Yes	<a href="#">Mastered</a>

- Recertification confirmation will be emailed within three business days of completing the full coursework.

# OE 2022 Recertification Process

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- If you do not complete recertification by October 14:
  - You will no longer be authorized to assist consumers with the application and enrollment process.
  - You will no longer have access to ARC services
  - Your access to the assister portal will be suspended.
  - Navigators will be removed from the online Assister Directory.
- Suspended assisters will be able to reactivate their certification after the date of their suspension by completing all outstanding recertification requirements.
- To check status of your recertification, contact your agency administrator or **email** (do not call) the ARC

# OE Readiness: Operations and Outreach

- 2022 Income Guidelines (including in Hmong, Somali and Spanish) are NOW AVAILABLE.
  - Download and print from the website: [www.mnsure.org/learn-more/fact-sheets/index.jsp](http://www.mnsure.org/learn-more/fact-sheets/index.jsp)
  - Order larger quantities through link on Assister Central: <https://www.mnsure.org/assister-central/shared-resources/outreach/materials/outreach-orders.jsp>
- MNsure brochures and appointment cards (including in Hmong, Somali and Spanish) are also available. These have not been updated, so any you still have are usable.
- Visit [www.mnsure.org/assister-central/shared-resources/outreach](http://www.mnsure.org/assister-central/shared-resources/outreach) for more information on outreach resources available for assisters

# Open Enrollment Timeline

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- QHP renewal batches completed on September 30
- Eligibility notices are now available in a consumer's online account. They will also be mailed to consumers this month.
- 2022 renewal information (including updated financial assistance) is being transmitted to insurance companies this week.
- Final 2022 rate information was released by the Department of Commerce on October 1.
- 2022 plan information will be available through MNsure's plan comparison tool beginning Monday, October 11.



# New: Provider Directory Search

- Available in the plan comparison tool beginning for 2022 plans

## Compare Health Insurance Plans and Prices

### In this Section

All labels marked \* are required.

- i** Your cost of health insurance depends on where you live, how many people are in your household, and income.
- i** Your information will help us find out if you qualify for help paying for health coverage and which plans might be available for you.

### Which coverage year?

Select Coverage Year: \*

### Where do you live?

Enter ZIP Code: \*  Hennepin

### Who is in your household and do they need coverage?

Members	Birthdate *	Tobacco Use	Native American	Pregnant?	Needs Coverage
Applicant	<input type="text" value="11/25/1978"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="button" value="+ Spouse"/>	<input type="button" value="+ Dependent"/>		

### Check to see if your household income qualifies you for financial help.

Annual Tax Household Income: \$

Enter the approximate annual income for your tax household. This will be used to determine eligibility for potential cost-saving programs. If you are not interested in these programs and want to view plans at full price, click Browse Plans.

# New: Provider Directory Search

- User can select Doctor or Facility from the drop-down option to search for their preferred provider.

## Tell Us about Your Health Care Needs

(Optional) Please answer the questions below: (1/5)

[Skip to View Plans](#)

Search for a **Doctor** that you would like to keep in your plan (Select up to 5)

Search by d

Doctor  
 Facility

within 20 miles radius

of

55344

Health plans' lists of providers can change daily. Check with the health insurance company or your provider about whether your doctor and facility are covered by a plan's network.

Important: This information is an estimate of provider networks for doctors and clinics. The provider address displayed may or may not reflect where you receive service or reflect all of the doctor's office locations. If you do not have a doctor, please contact your insurance company to locate in-network providers available in your area. Please check with your insurance company before receiving services for a full understanding of costs and provider networks.

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# New: Provider Directory Search

## Tell Us about Your Health Care Needs

(Optional) Please answer the questions below: (1/5)

[Skip to View Plans](#)

Search for a **Doctor** that you would like to keep in your plan (Select up to 5)

Search by doctor name

within 20 miles radius

of 55344

- DOCTOR X  
**Dr. David Rex**  
Radiology  
952-595-1301  
11995 Singletree Ln Ste 500  
Eden Prairie, MN 55344
- DOCTOR X  
**Dr. Reba Peoples**  
Psychiatry & Neurology  
612-543-2500  
1313 Penn Ave N  
Minneapolis, MN 55411

User can select up to 5 providers or facilities at a time.

Health plans' lists of providers can change daily. Check with the health insurance company or your provider about whether your doctor and facility are covered by a plan's network.

Important: This information is an estimate of provider networks for doctors and clinics. The provider address displayed may or may not reflect where you receive service or reflect all of the doctor's office locations. If you do not have a doctor, please contact your insurance company to locate in-network providers available in your area. Please check with your insurance company before receiving services for a full understanding of costs and provider networks.

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# New: Provider Directory Search

The screenshot shows a plan tile for 'Twincities Silver Copay' with a 'Higher Expense' header. The plan is identified as 'SILVER EPO' and has a monthly cost of '\$175.32 /month'. Below this, it lists 'Primary Care Visits \$30 Copay' and 'Generic Drugs \$20'. A dropdown menu is open, showing 'Out of network' and 'Learn more' options. A red box highlights two providers: 'Dr. David Rex' and 'Dr. Reba People...', both with a red 'X' icon indicating they are out of network. At the bottom of the tile are buttons for 'COMPARE', 'DETAILS', and 'ADD' with a shopping cart icon.

- Once the providers are selected, they are displayed as either in network or out of network with each plan tile on the plan results page.
- Health insurance companies will update data monthly. We recommend confirming provider is in-network with the carrier.

# Open Enrollment Deadlines

- Wednesday, December 15: Last day to select a plan for January 1 coverage
  - Consumers can continue to shop and enroll after December 15, but coverage will begin February 1, 2022.
  - UNLESS they qualify for a special enrollment period (SEP) or are eligible for a public program.
- Friday, December 31: Last day for January 1 coverage for consumers qualifying for a SEP
- Saturday, January 15, 2022: Last day of open enrollment
- After January 15: Only the following are eligible to enroll
  - Consumers who qualify for a SEP
  - Consumers eligible for Medical Assistance or MinnesotaCare
  - American Indians who belong to a federally recognized tribe

## 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.*

