



# Broker Statewide Webinar

December 8, 2022, 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 to submit questions!**



# 2023 Open Enrollment

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- Open enrollment ends on January 15, 2023:
  - Consumers must apply/enroll by **December 15** for January 1 coverage
  - 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
  - Members of a federally recognized American Indian tribe

# Open Enrollment Hours

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- Saturday hours started this month!
  - December 10 and 17, as well as January 7
  - Contact Center and BSL are open from 9 a.m. to 1 p.m.
- BSL hours next week (Contact Center will have extended hours):
  - 8:30 a.m. – 4:30 p.m. Monday, Tuesday, Thursday, Friday
  - 9:30 a.m. – 4:30 p.m. Wednesday
- Closed on the following holidays (observed):
  - December 26, January 2

# “Family Glitch” Steps for Consumers

- If a consumer has access to family ESI in 2023, we recommend they:
  - Complete the updated Appendix A (Health Coverage from Jobs).
  - Use the “Employer Insurance Affordability Estimator” tool to screen for potential eligibility for tax credits.
- The consumer should then apply online and answer questions about access to ESI in 2023 accurately.
  - If they are determined eligible for tax credits, they can enroll and don’t need to take further action.
  - If they are determined ineligible for tax credits, they should return the completed Appendix A to MNsure.
    - Include the consumer’s “Case Number” from their initial eligibility notice
    - Consumers: Appendix A can be mailed or faxed to MNsure at 651-431-7770
    - **Assisters can securely email Appendix A to the Broker Service Line. Once MNsure has processed the form, you will receive a follow-up email confirming completion.**

# Online Tools

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- Reminder: Starting December 1, only 2023 projected annual income (PAI) should be reported for an income change. It is no longer necessary to include the 2022 PAI.
- A browser-related bug was discovered impacting those using some versions of Firefox to submit online life events. Those submissions may not have been captured by MNsure.
  - Until further notice, do not use Firefox for submitting online life events or MNsure's other online tools. We recommend using either Chrome or Edge. This does not impact the online METS application.
  - If you must use Firefox, email the BSL for instructions on how to update the browser "Cookies and Site Data" settings to resolve the issue.

# Online Manual Account Requests

- Use the new online manual account request form instead of emailing forms to the BSL!
  - To access the form, use the same log-in link and credentials as you use to submit life events on behalf of consumers
- Tips for using the online form:
  - Be sure to “Log out” after you have submitted a form to ensure you are taken back to the homepage when you log in next time
  - Do not submit documents for multiple consumers in the same request
  - When using the PDF account request form to provide a signature, both pages of the form must be uploaded
  - Please save all documents using the following naming conventions:
    - Account Request Form (if required to provide signature):  
lastname\_firstname\_dateofrequest\_form
    - Verification Document Option #1: lastname\_firstname\_dateofrequest\_ID1
    - Verification Document Option #2 (if required):  
lastname\_firstname\_dateofrequest\_ID2

# 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.*

