Navigator/CAC Statewide Webinar

December 7, 2022, 12:30 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!
DHS Updates
MNsure Updates
2023 Open Enrollment

- 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

- Saturday hours started this month!
  - December 10 and 17, as well as January 7
  - Contact Center and ARC are open from 9 a.m. to 1 p.m.

- ARC hours next week (Contact Center will have extended hours):
  - 8:30 a.m. – 4:30 p.m. Monday, Wednesday through Friday
  - 9:30 a.m. – 4:30 p.m. Tuesday

- Closed on the following holidays (observed):
  - December 26, January 2
Online Tools

- 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 ARC 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/faxing forms to the ARC!
  - 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): lastameFirstnameDateofRequest_form
    - Verification Document Option #1: lastname_firstname_dateofrequest_ID1
    - Verification Document Option #2 (if required): lastname_firstname_dateofrequest_ID2
Other OE Tips from the ARC

- If your consumer submitted a paper application but now needs to enroll in a qualified health plan, please use MNsure’s shop and compare tool to select a plan and then call the ARC with the consumer to enroll.

- In order for the ARC to assess whether a case can be closed, the consumer has to be on the call.

- In these very busy days leading up to the December 15 deadline, if you do not have a client with you, we ask that you submit a case status request so the ARC can most efficiently help everyone!
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.