



# Broker Statewide Webinar

June 9, 2022, 12:00 p.m.

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

Closed captioning is available

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



# Updates

---

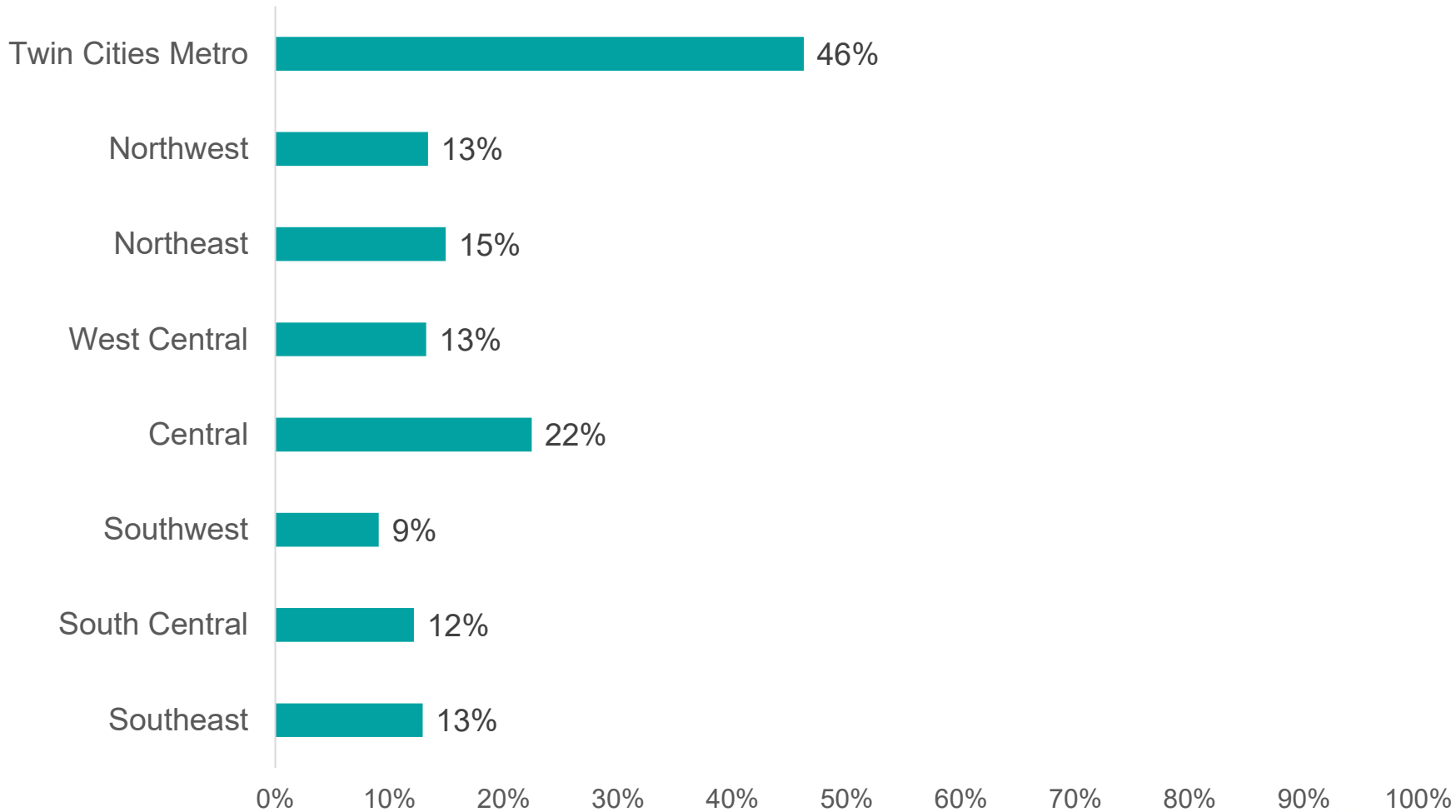
- Juneteenth (observed June 20) – MNsure Contact Center and Broker Service Line will be open, but with reduced staffing
- Federal public health emergency expires July 16 but is expected to be extended another 90 days (into mid-October)

# Who took the survey?

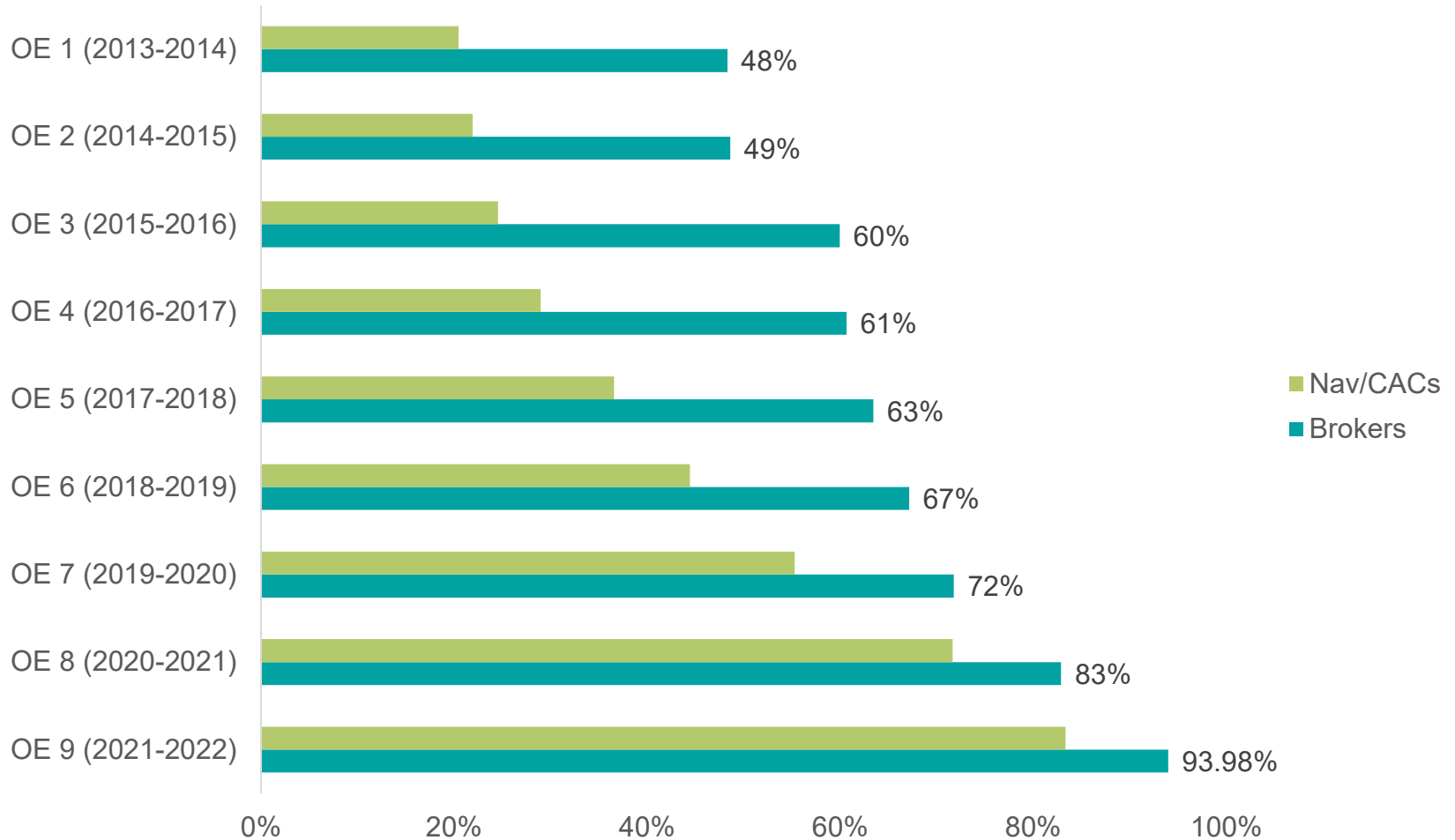
---

- 651 responses from all assisters (brokers, navigators and certified application counselors)
  - 216 complete responses from brokers
  - 342 complete responses from navigators and CACs

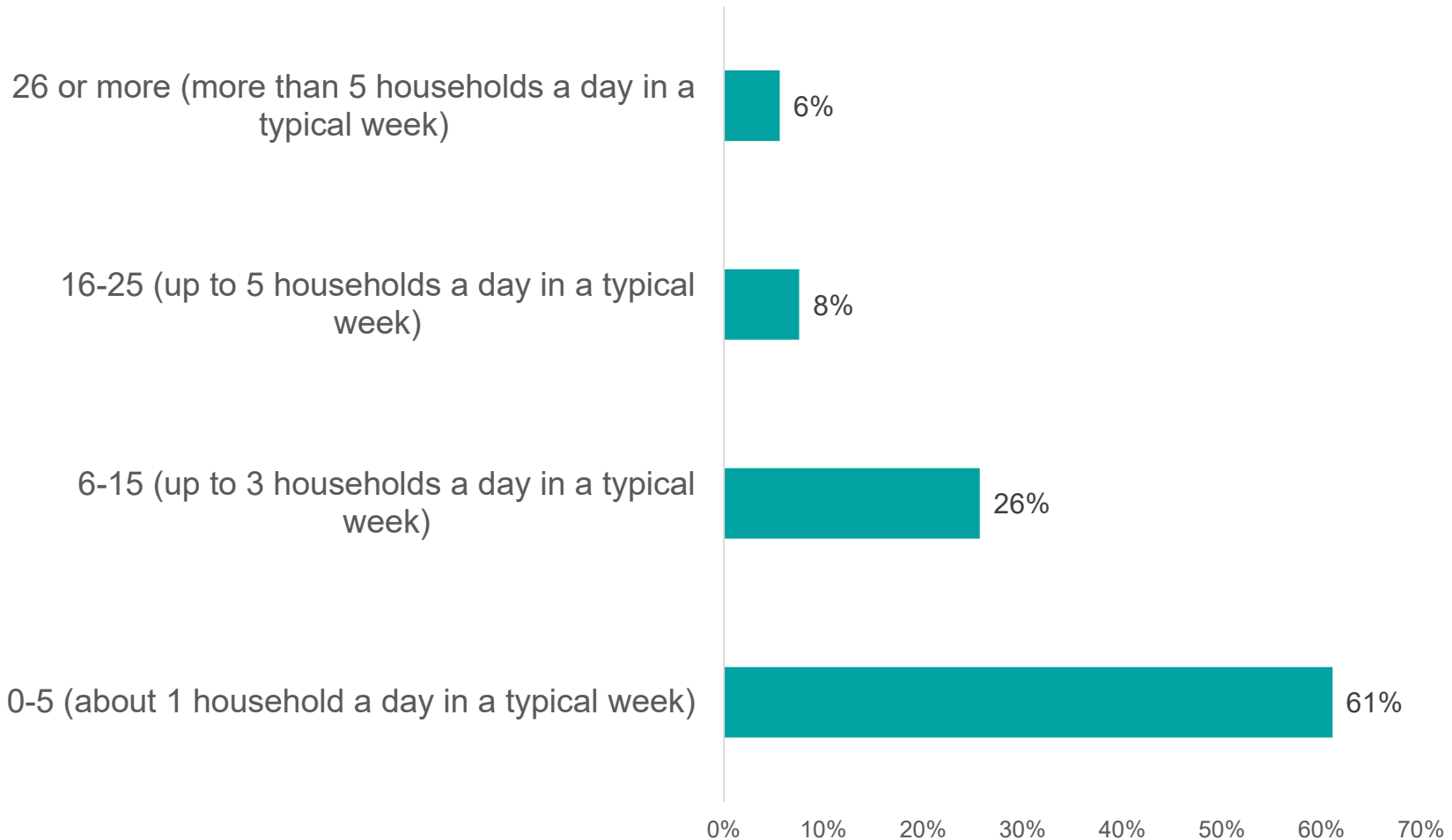
# Regions where assistance is offered by survey respondents



# Open enrollment periods assisters have been certified (by assister role)



# During open enrollment, number of households assisted with a MNsure application, renewal, life event, or other type of assistance per week?



# Assisting Consumers During a Pandemic

	2021		2022	
	Brokers	Nav/CA C	Brokers	Nav/CA C
Helped everyone in-person	8%	9%	12%	20%
Helped everyone remotely	17%	38%	15%	22%
Helped mostly in-person, but some remotely	33%	14%	34%	25%
Helped mostly remotely, but some in-person	28%	24%	22%	13%
About half in-person and half remotely	13%	6%	15%	10%

# Assister Experience with Technology

METS (the online application)

	Brokers	Navigators/CACs
Mostly/somewhat positive	67%	61%
Mostly/somewhat negative	10%	3%

Assister Portal (allows assister to apply/enroll on behalf of consumer)

	Brokers	Navigators/CACs
Mostly/somewhat positive	61%	52%
Mostly/somewhat negative	19%	6%



# Assister Experience with Technology

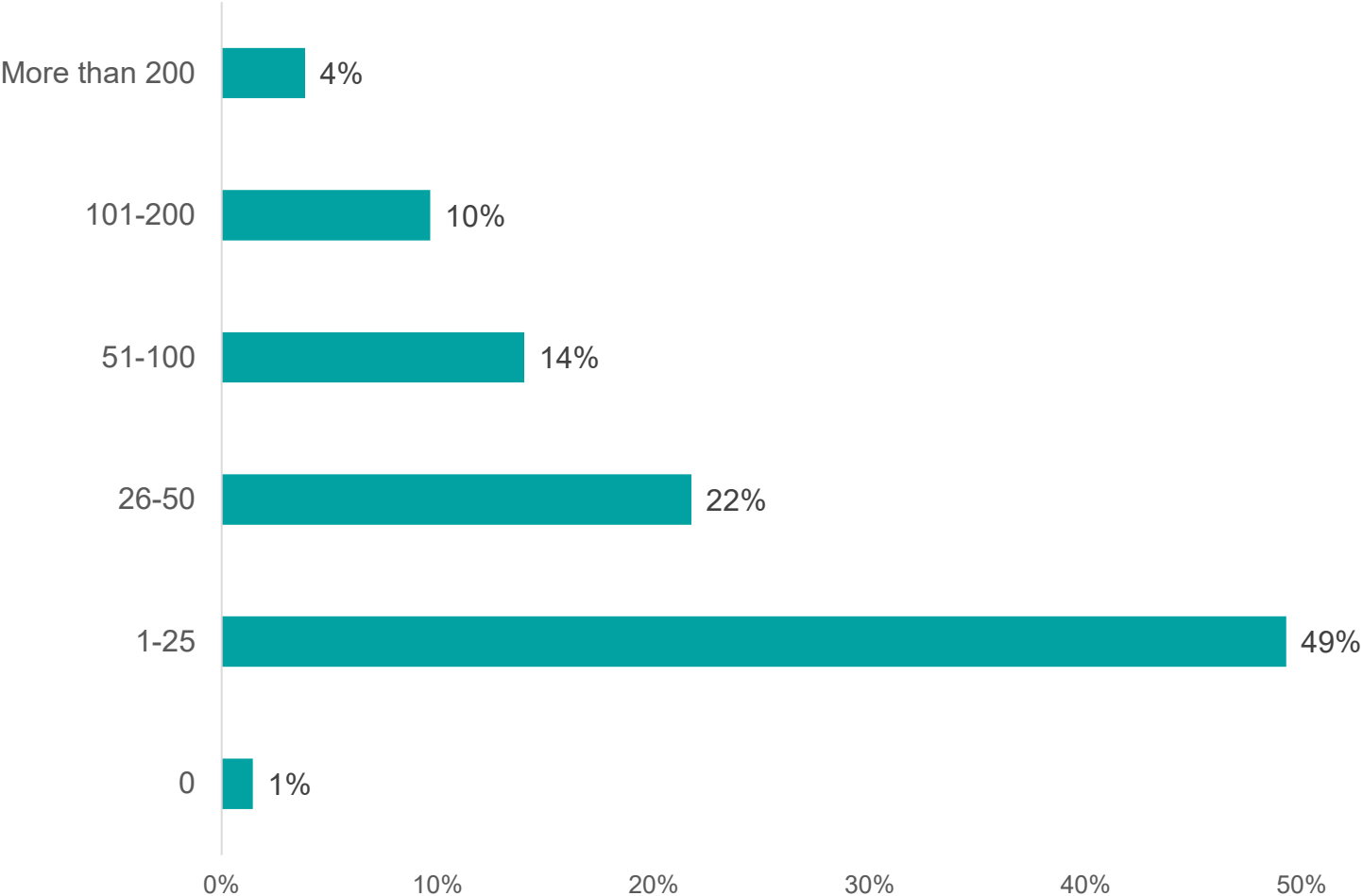
## Plan shopping and enrollment

	Brokers	Navigators/CACs
Mostly/somewhat positive	75%	42%
Mostly/somewhat negative	9%	2%

## Anonymous plan comparison tool

	Brokers	Navigators/CACs
Mostly/somewhat positive	73%	42%
Mostly/somewhat negative	3%	2%

# Approximately how many consumers did you help to enroll or renew in plans through MNsure during the most recent open enrollment?



# Opportunities to Enroll More Consumers

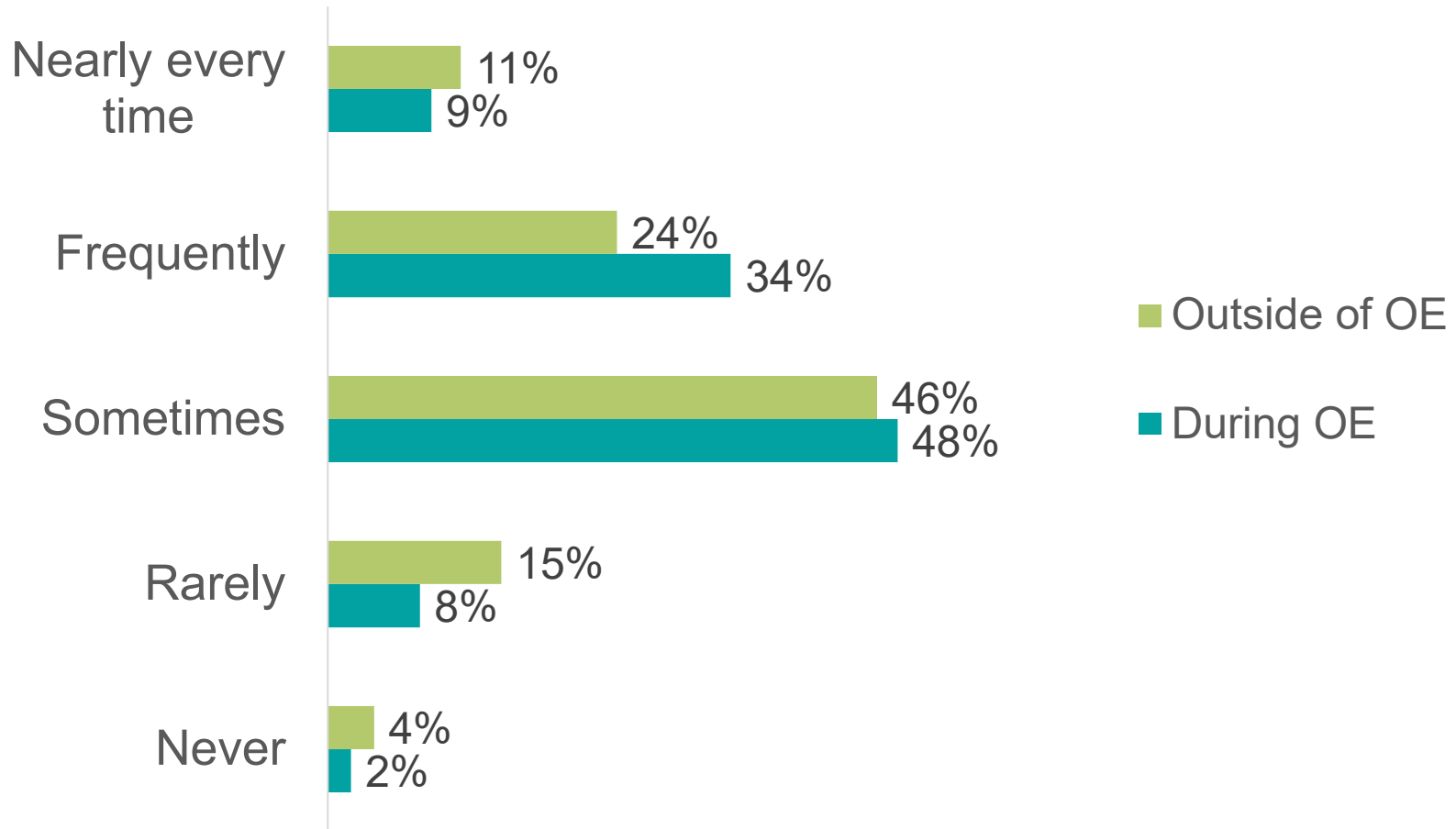
## Percentage of clients enrolled through MNsure

100% of clients	28% of respondents
About 75% of clients	42% of respondents
About 50% of clients	10% of respondents
About 25% of clients	17% of respondents
None	3% of respondents

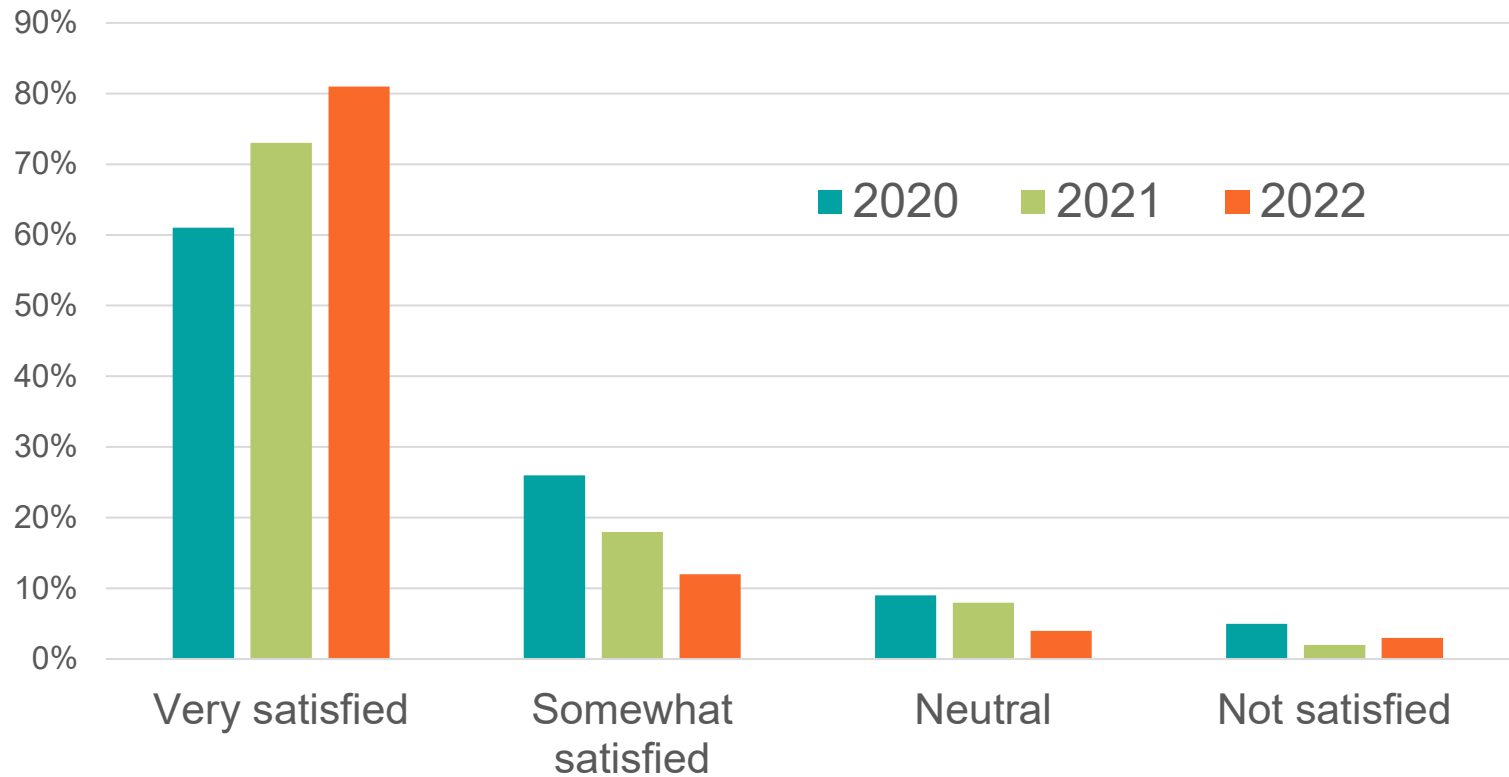
## Reason client enrolled off-exchange

	Frequently/Sometimes
Easier off-exchange	49%
Better alternative off-exchange	24%
Did not qualify for tax credits	71%
Client chose to enroll off-exchange	54%

# How often do you need to call the Broker Service Line when assisting a client?



# Satisfaction with the Broker Service Line



# 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.*

