



# Broker Statewide Webinar

September 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 in the lower right-hand corner to submit questions!**



# MNsure Updates

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- Federal Tax Information (FTI) authorization:
  - In August, MNsure mailed FTI authorization notices to consumers whose FTI authorization is expiring. A reminder email will go out soon.
  - If the consumer does not respond by September 12, they will lose eligibility for tax credits and cost-sharing reductions for 2023.
  - MNsure notified brokers who have an assister portal association with consumers who received the notice.
- “Pay Now” feature now available for HealthPartners:
  - Consumers newly enrolling in a plan can use this option to make their first month’s premium payment (binder payment).
  - The feature is also available for consumer’s enrolling in Delta Dental and Dentegra.

# Limited Special Enrollment Period

- Minnesota residents who purchased insurance from Benefytt Technologies may be eligible for a special enrollment period (SEP).
- Eligible individuals and their eligible dependent household members can enroll in coverage through MNsure, even if they choose to continue to pay for the insurance they purchased through Benefytt Technologies.
- To qualify, individuals must select a plan by Monday, November 14, 2022.
- Coverage can be effective either January 1, 2022, or the first day of the month after the plan is selected. If a household chooses to have a January 1, 2022 effective date, they will be required to pay all retro months of premiums.

# 2023 Open Enrollment Landscape

- Key dates for open enrollment:
  - Starts on Tuesday, November 1, 2022 and ends Sunday, January 15, 2023
  - Thursday, December 15, 2022 will be the deadline for coverage effective January 1, 2023
  - Plan selections made between December 16 and January 15 will be for February 1, 2023 coverage
- QHP updates:
  - Enhanced tax credits were extended through December 31, 2025 by the Inflation Reduction Act! Hurray!
  - All life events impacting eligibility should be reported as soon as possible. MNsure will not be able to update cases during the “black out” period which **begins September 19**

# 2023 Open Enrollment Hours

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- Broker Service Line regular hours beginning November 1:
  - Monday – Friday, 8 a.m. – 5 p.m. (9 am on Wednesday)
  - Deadline hours: January 14: 8 am – 5 pm, January 15 closed
- State holiday hours:
  - November 11, 8 a.m. – 4 p.m.
  - Closed: November 24 & 25, December 26, January 2
- Contact Center additional hours:
  - Saturdays 12/3, 12/10, 12/17, 1/7: 9 a.m. – 1 p.m.
  - 12/13 (8 am - 6 pm), 12/14 (8 am - 8 pm), 12/15 (8 am - 10 pm)
  - January 14 (9 am to 6 pm) and January 15 (9 am – 9 pm)

# Assister Assemblies

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- Assister Assemblies begin next week! We strongly encourage you to attend one of the following:
  - Tuesday, September 13, 2:00 – 3:30 p.m.
  - Tuesday, September 20, 9:30 – 11:00 a.m.
  - Friday, September 23, 10:30 a.m. – 12:00 p.m.
  - Thursday, September 29, 1:30 – 3 p.m.
- We will cover the QHP renewal process, 2023 health insurance landscape, new policies in place for next year, and other critical open enrollment information.
- Links to attend the Assemblies are Broker One Stop under “Meetings and Webinars.”

# Health Insurance Company Webinars

- Hear directly from the health and dental carriers offering plans through MNsure in 2023:
  - Delta Dental: Wednesday, September 14, 10 – 11 a.m.
  - Dentegra: Wednesday, September 14, 12 – 1 p.m.
  - Medica: Monday, September 19, 12 – 1 p.m.
  - Blue Cross Blue Shield: September 26, 10 – 11 a.m.
  - HealthPartners: Tuesday, September 27, 12 – 1 p.m.
  - UCare: Monday, October 3, 10 – 11 a.m.
  - Quartz: Monday, October 3, 3 – 4 p.m.
- Links to attend the webinars are Broker One Stop under “Meetings and Webinars.”

# OE 2022 Recertification Requirements

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- ALL brokers and support staff must complete recertification by Thursday, October 13.
- Recertification training requirements for brokers and support staff for OE 2023 (approximately 1 hour):
  - MNsure Data Security and Privacy
  - MNsure Accessibility, Compliance and Ethics
  - Achieve a score of at least 80% on the knowledge assessment



# Courses in MNsure Learning Center

- When you log into the MNsure Learning Center, you will see other courses which may show a status of “not started or expired” or “in progress.”
- **The only course required for recertification is MNsure Assisters Data Security, Accessibility, Compliance and Ethics.** The other courses (Core Curriculum and Role-Based Training) are only required for new assisters certifying for the first time.

## learning path

### (01) MNsure Assister Data Security, Accessibility, Compliance and Ethics 22-23

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

- [MNS23ADP](#) MNSURE ASSISTER DATA PRIVACY AND SECURITY
- [MNS23ACE](#) MNSURE ASSISTERS ACCESSIBILITY, COMPLIANCE AND ETHICS
- [MNS23ADPA](#) MNSURE ASSISTER DATA SECURITY, ACCESSIBILITY AND COMPLIANCE ASSESSMENT 22-23

## required enrollment status ▲

Yes complete / all current

Yes [Finished](#)

Yes [Finished](#)

Yes [Mastered](#)

# Confirming Recertification Completion



- MNsure updates training records in the Broker Agency Management Program (BAMP) twice per week. Please be aware that it may take three to four business days before we have recorded completion of a course.
- Once we have recorded completion:
  - Individuals will receive an email confirmation of their recertification.
  - Agency administrators can confirm staff recertification completion online through the Broker Agency Management Program (BAMP).
  - NEW: Use the “My Certification Lookup” tool to check your certification status.

# My Certification Lookup

- My Certification Lookup is on the [Recertification](#) page on Broker One Stop

## Recertification

Recertification requirements for brokers and support staff who were certified for the 2021 and/or 2022 open enrollment period.

[My Certification Lookup](#)

- Select role as “Broker” and enter your NPN

## My Certification Lookup

Use this tool to check your certification status. You completed certification requirements for each period that displays in the search results.

MNSure Role

Broker

NPN

[Search](#)

# My Certification Lookup (continued)

- If you have completed recertification for 2023, you will see the date your 2023 recertification was completed

Broker/Support Staff Certification Status Certified  
2022 Certified 11/01/2021  
2023 Certified 11/02/2022

- If you have **not** completed recertification for 2023, you will see a date for your 2022 certification, but not for 2023

Broker/Support Staff Certification Status Certified  
2022 Certified 11/01/2021

- Please wait at least one full week before contacting the Broker Service Line with any questions about recertification completion. All requests must be submitted via email to [brokers@mnsure.org](mailto:brokers@mnsure.org).

# 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.*

