



# Broker Statewide Webinar

**August 10, 2023, 12:00 p.m.**

The webinar is not being recorded, but PowerPoint presentations will be available later on Broker One Stop in the “Meetings and Webinars” section.

**During the webinar, please use the “chat” feature to submit questions.**



# OE 2024 Recertification

- ALL brokers and support staff must complete recertification prior to the start of open enrollment (OE).
- Training requirements for OE 2024 (approximately 1 hour):
  - MNsure Data Security and Privacy
  - MNsure Accessibility, Compliance and Ethics
  - Achieve a score of at least 80% on the knowledge assessment
- Recertification training is now available in your Learning Path and must be completed by October 12, 2023. All assisters were emailed instructions and a reminder of their Unique Key on August 1.
- New versions of Core Curriculum, Role-Based Curriculum and Assister Portal training are in your Learning Path but are NOT required for recertification.

# Open Enrollment Dates

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- The dates for MNsure's open enrollment period will be Wednesday, November 1, 2023, through Monday, January 15, 2024.
- Coverage deadlines:
  - Friday, December 15, 2023, for coverage starting January 1, 2024
  - Plan selections made between December 16, 2023, and January 15 will be for coverage starting February 1, 2024

# Important Schedule Changes

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- The Broker Service Line will be closed on Thursday, September 14 to allow team members to participate in an all-day training event. Please plan accordingly.
- The September Broker Statewide webinar will be moved to Noon on Thursday, September 7.

# Preparing for Open Enrollment

- Save the date for Assister Assemblies!
  - MNsure is planning a mix of online and in-person Assister Assemblies to provide training to prepare you for Open Enrollment.
  - In-person assemblies also include an opportunity to network:
    - Duluth – Tuesday, September 12 (morning)
    - Twin Cities (Southdale Library) – Tuesday, September 19 (morning)
    - Mankato – Wednesday, September 20 (morning)
    - Alexandria – Tuesday, September 26 (afternoon)
  - On-line dates to be announced
- Coming soon: Dates for health and dental insurance company webinars in September and early October.

# Technology Improvements

- New “Print Preview” option for sharing plan comparisons with clients.

## Compare Plans


Print Preview

**Total Expense Estimate**    Low

**Total Expense Estimate**    Low

**Total Expense Estimate**    Low

8/4/23, 12:41 PM
View Plan Details / MNSure



### Compare Plans

**Total Expense Estimate Low**

**UCare**

UCare M Health Fairview ...

SILVER HMO    CSR

**\$111.63** /month  
after \$761.00 tax credit

ADD

**Total Expense Estimate Low**

**Medica**

North Memorial Acclaim b...

BRONZE EPO

**\$2.91** /month  
after \$761.00 tax credit

ADD

**Total Expense Estimate Low**

**HealthPartners**

Select \$7,300 HSA Bronze

BRONZE PPO

**\$25.46** /month  
after \$761.00 tax credit

ADD

**Summary**

Plan Type *	HMO	EPO	PPO
HSA-compatible *	No	No	Yes
Quality Rating *			
Levothyroxine (Generic) *	✔	✔	✔


**Yearly Deductible & Out-of-Pocket Maximum (In Network)**

Yearly Deductible	\$3000 (Individual) \$6000 (Family)	\$7100 (Individual) \$14200 (Family)	\$7300 (Individual) \$14600 (Family)
Out-of-Pocket Maximum *	\$7075 (Individual) \$14150 (Family)	\$9100 (Individual) \$18200 (Family)	\$7300 (Individual) \$14600 (Family)

**Doctor Office Visits**

Primary Care Visit *	\$30 Copay	\$45 Copay	No Charge after deductible
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Print    7 sheets of paper

Destination     Adobe PDF ▼


Pages    All ▼

Layout    Portrait ▼

Color    Color ▼

More settings ▼

Print
Cancel



Individual & Family Health Plans

https://compare.mnsure.org/ho/private/plansselection?insuranceType=HEALTH&compare
1/7

# Major Updates to Application

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- An update to the METS application experience was deployed on August 6.
- The application question flow and information collected remains the same.
- The “look and feel” of the application has changed substantially to improve the visual experience.
- The full process – account creation through plan enrollment – can now be completed using a mobile device.

# Updated Consumer Home Page



## Apply And Enroll

### Apply For Health Coverage WITH Financial Help

Find out if you qualify for Tax credits for a private plan, or low or no - cost coverage Through MinnesotaCare or Medical Assistance

Apply

### Apply For Health Coverage WITHOUT Financial Help

Enroll in a private plan if you know you do not qualify for tax credits or prefer to pay full price

Apply

## Exemptions

### Exemptions

How to apply for an exemption to the health coverage mandate





# Consumer Account without Eligibility

Your Account

## Dashboard

Do you need help? Get help from an MNsure-certified Assister.

Manage Assister ×

Apply For Benefits



### Important Information

No notifications

Notifications about your applications, community services and appeal requests will show up here.

# Consumer Account with Eligibility

Your Account

## Dashboard

### View Current Year Eligibility Results

You may have the option to enroll in a different plan as a result of your most recently reported change of circumstances



### Apply For Benefits

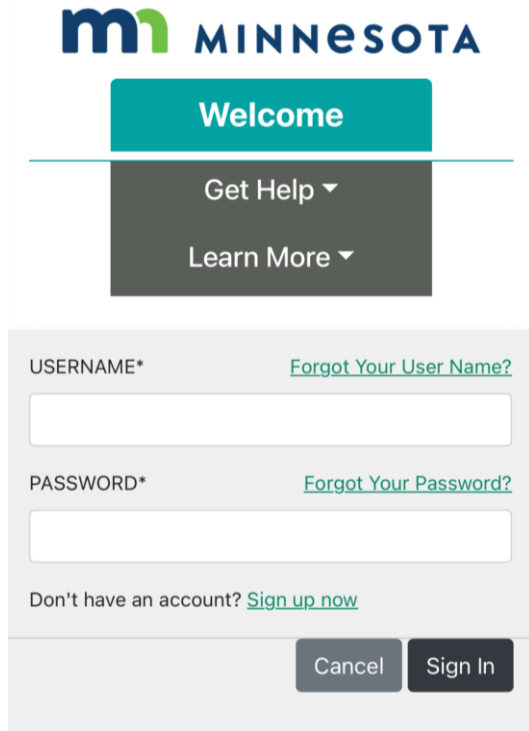


### Important Information

#### No notifications

Notifications about your applications, community services and appeal requests will show up here.

# Citizen Engagement- Mobile View



**m1 MINNESOTA**

**Welcome**

Get Help ▾

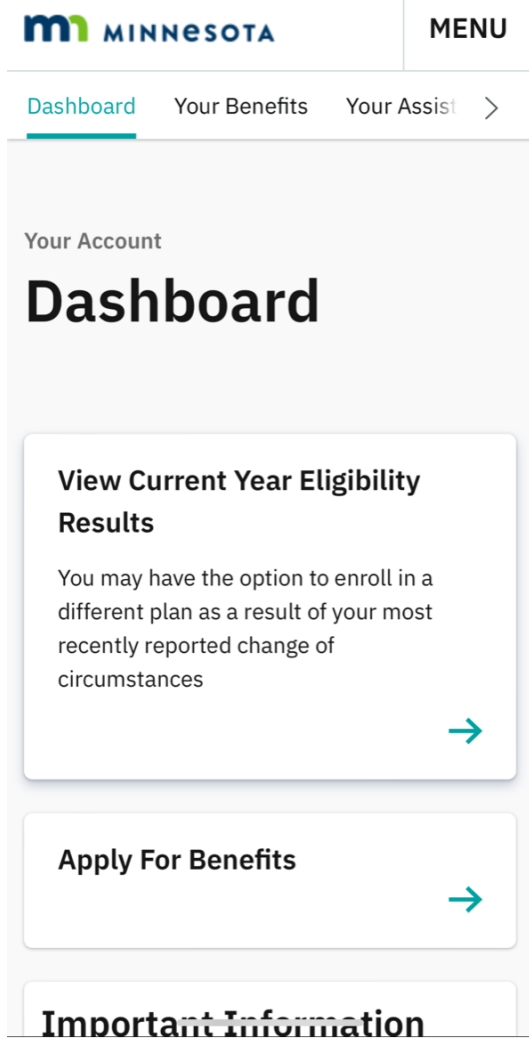
Learn More ▾

USERNAME\* [Forgot Your User Name?](#)

PASSWORD\* [Forgot Your Password?](#)

Don't have an account? [Sign up now](#)

Cancel Sign In



**m1 MINNESOTA** MENU

[Dashboard](#) [Your Benefits](#) [Your Assist](#) >

Your Account

## Dashboard

**View Current Year Eligibility Results**

You may have the option to enroll in a different plan as a result of your most recently reported change of circumstances

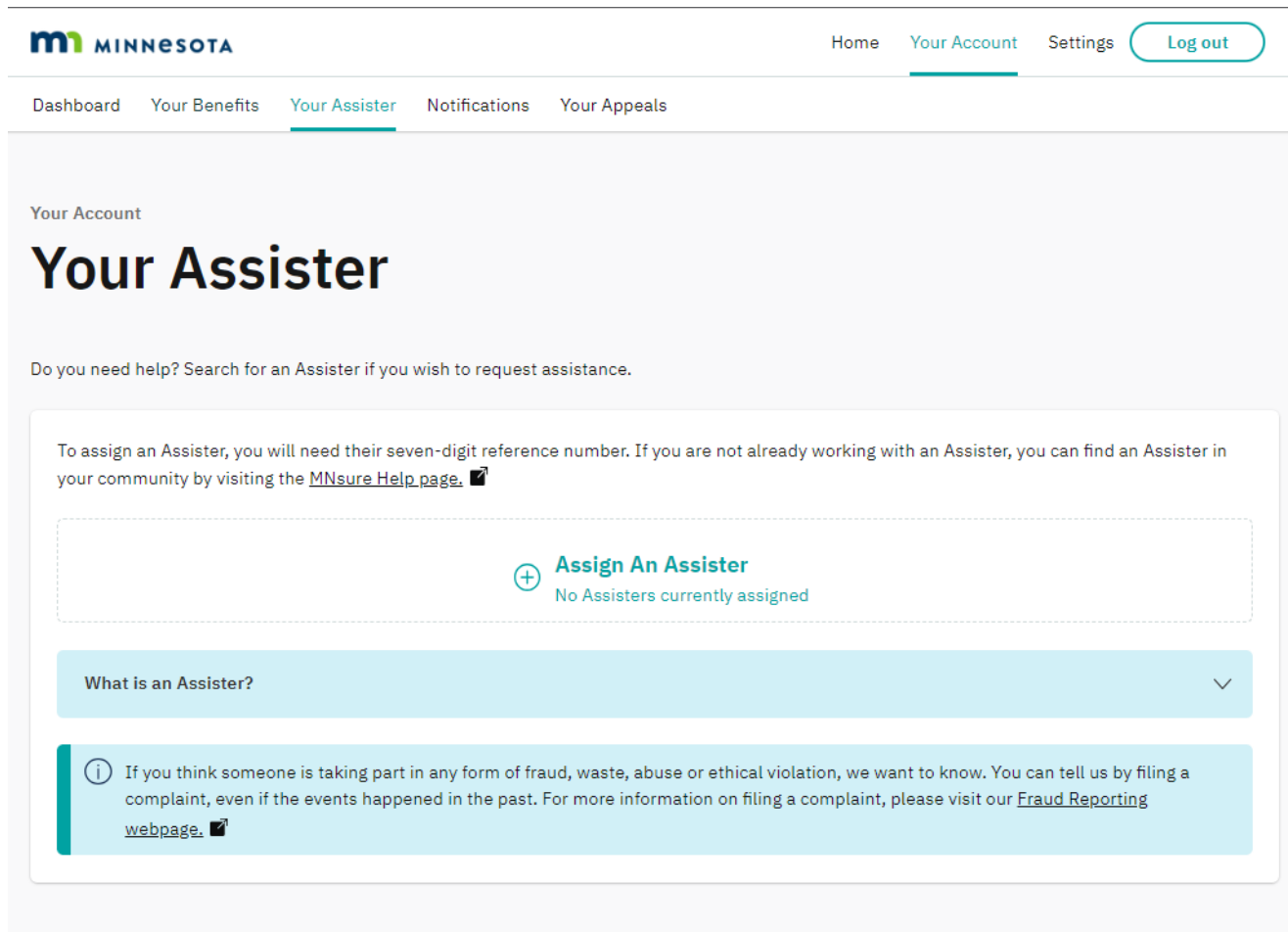
→

**Apply For Benefits**

→

**Important Information**

# Authorizing an Assister



The screenshot shows the 'Your Assister' page on the Minnesota MNSure website. The page has a navigation bar with 'Home', 'Your Account', 'Settings', and 'Log out'. Below the navigation bar are links for 'Dashboard', 'Your Benefits', 'Your Assister', 'Notifications', and 'Your Appeals'. The main heading is 'Your Assister' under the 'Your Account' section. A message asks if the user needs help and suggests searching for an Assister. A box contains the text: 'To assign an Assister, you will need their seven-digit reference number. If you are not already working with an Assister, you can find an Assister in your community by visiting the [MNSure Help page](#).'. Below this is a button labeled '+ Assign An Assister' with the text 'No Assisters currently assigned'. There is also a dropdown menu titled 'What is an Assister?' and an information icon with text: 'If you think someone is taking part in any form of fraud, waste, abuse or ethical violation, we want to know. You can tell us by filing a complaint, even if the events happened in the past. For more information on filing a complaint, please visit our [Fraud Reporting webpage](#).'

# Assister Portal- Client Requests Screen

Your Account

## Your Client Requests

Contact information will appear below only if an application has been submitted and case has been created. Please confirm current contact information with the consumer.

New In progress All

**PETERSON, Kasen** New

Requested on 01/15/2024

1515 1st Street, Minneapolis, Minnesota, 55412 • 612-555-1212

**Gonzalez, Ian** New

Requested on 10/02/2023

Main Street 4, Rochester, Minnesota, 55901 • Phone number unavailable

**ADAMS, Nathan** New

Requested on 10/02/2023

Address Line 111, Rochester, Minnesota, 55901 • Phone number unavailable

Sort by ▲

First name (A to Z)

First name (Z to A)

Last name (A to Z)

Last name (Z to A)

Request date (Newest to oldest)

Request date (Oldest to newest)

Assist client

# Assister Portal- Client Eligibility

## Your Health Care Results

Eligible to buy a health plan with financial assistance [? Help](#)

**Enroll in Health Plans**

### Who is eligible?

Toto Wolff

### About your eligibility [^](#)

Toto qualifies for financial assistance to buy a health plan through MNsure.

### Premium tax credit [? Help](#)

\$257 off/month

### Cost-sharing reduction [? Help](#)

Toto Wolff - 0% Reduction



# Thank You for Attending!

*Please submit any questions via chat.*

