Navigator/CAC Statewide Webinar

December 6, 2023, 12:30 p.m.

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

During the webinar, please use the “chat” feature to submit questions.
### 2024 Open Enrollment

- Open enrollment ends on January 15, 2024:
  - 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 this weekend:
  - Contact Center and ARC are open from 9 a.m. to 1 p.m.

- Extended ARC hours next week:
  - Wednesday, December 13 – 8 a.m. – 6 p.m.
  - Thursday, December 14 – 8 a.m. – 7 p.m.
  - Friday, December 15 – 8 a.m. – 7 p.m.

- Low call volume opportunities! Between 8 and 8:30 a.m. or on Saturday

- MNsure will be closed on the following upcoming state/federal holidays:
  - December 25, January 1, January 15
## Continuous Coverage Unwinding

### Coverage Transition Dashboard

As of 11/27/2023

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Cumulative Total Eligible for Qualified Health Plan (QHP)</td>
<td>19,578</td>
<td>100%</td>
</tr>
<tr>
<td>Cumulative Total Qualifying Life Events (QLE) Reported</td>
<td>6,772</td>
<td>35%</td>
</tr>
<tr>
<td>QHP Selections</td>
<td>4,258</td>
<td>22%</td>
</tr>
</tbody>
</table>
## Continuous Coverage Unwinding (continued)

### Unwinding QHP Snapshot

As of 11/27/2023

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-reported access to affordable employer sponsored insurance (ESI)</td>
<td>6,135</td>
<td>(31% of total QHP-eligible)</td>
</tr>
<tr>
<td>Retroactive plan selections</td>
<td>535</td>
<td></td>
</tr>
<tr>
<td>Unwinding QHP consumers receiving APTC</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Consumers w/plan selection under 250% FPL</td>
<td>1,552</td>
<td>(36%)</td>
</tr>
</tbody>
</table>
Reporting Life Events

- MNsure may be able to close an application in lieu of reporting a life event if certain criteria are met:
  - All members of the household must only have QHP eligibility
  - No members of the household have a 2023 or 2024 enrollment
  - These changes must still be reported and processed: birth of a child, federal tax information updates, date of death correction.

- If you are working with a consumer that needs to report an LEC or has already reported an LEC that may qualify, call the ARC to have the case reviewed for closure.

- Reminder: If a consumer is reporting a change to their current income (meaning current income change is occurring within seven days or occurred in the past), they only need to report the 2024 projected annual income at this time.
Important Renewal Resources

- “Renewals” section on Assister Central under “Helping Consumers”

Public Program Renewals

Resources to help assisters who are supporting consumers through the public program renewal process.

Health Care Consumer Support Document Portal for Partners and Providers

Assistants can use the HCCS Document Portal for Partners and Providers to electronically submit presumptive eligibility forms, health care applications, and other documents to HCCS.

Refer to the following links to the portal and resources for user instructions:

- HCCS Document Portal for Partners and Providers
- HCCS Document Portal, FAQ for Partners and Providers - webpage includes common questions about using the portal, acceptable file types, submittal process and other information.
- Video presentation giving an overview of the HCCS Document Portal for Partners and Providers
- Walkthrough demonstration (video) on how to navigate the HCCS Document Portal

Renewal Scenarios

See the most common renewal scenarios and steps to take to help these consumers renew their coverage.

Tips for Assisting with Renewals

- Activate your access to the Assister portal so that you can become familiar with it and help enrollees complete the renewal process as efficiently as possible.
- If a consumer has application changes to report, make sure they have the correct supporting documentation.
- Consumers may receive multiple notices and should refer to the most current dated notice if they have more than one.
Thank You for Attending!

Please submit any questions via chat.