Broker Statewide Webinar

July 13, 2023, 12:30 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 Requirements

- 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

- New staff certifying in July?
  - If they complete the OE 2023 Data Security and Privacy/Accessibility, Compliance and Ethics, they will be required to take the OE 2024 version beginning in August to remain certified for open enrollment.
  
  - If they complete Core Curriculum, Role-Based Curriculum and Assister Portal prior to August, they will NOT need to retake these courses; however, if they have started these courses but not completed them by the end of July, they will have to re-start these courses in August.
OE 2024 Recertification Process

- Recertification training will be available starting the first week of August and must be completed by October 12, 2023.

- Once the courses are available, MNsure will email all brokers instructions for completing recertification, including a reminder of their Unique Key for logging into the Learning Center.

- Your agency administrator will be able to confirm your recertification completion through the Broker Agency Management System (BAMP).
Reminder: Ensure a smooth recertification process this year by checking to make sure information in BAMP (Broker Agency Management Program) is accurate and up-to-date

- Agency roster: Change assisters who are no longer active to inactive
- Individual staff: Contact information, especially email addresses, must be correct
- Directory information: Are the languages spoken and counties served up to date?

Information on how to update agency information in BAMP can be found in the Registration section of Broker One Stop
2024 Proposed Rate Release

- All on-exchange carriers filed proposed rates for plan year 2024 participation (there are no new medical carriers)
- A total of 219 plans are being offered for 2024, 8% more than 2023
- We anticipate all 2023 plans can be “cross walked” for renewals

Individual market proposed average rate changes:

- Blue Plus: 3.0%
- HealthPartners: 8.0%
- Medica Insurance Company: 2.8%
- Quartz: 3.2%
- UCare: 5.5%
CCU Special Enrollment Period

- MNsure is offering a continuous coverage unwinding (CCU) special enrollment period for anyone who is losing MA or MinnesotaCare coverage that was enrolled under the continuous coverage rules.

- Consumers eligible for this SEP:
  - Have a 90-day SEP window (instead of standard 60 days) before and after the last day of MA or MinnesotaCare coverage.
  - Coverage will start first day of the month following the date they select a plan.
  - Consumers have the option of a retro-effective date back to the first of the month after the loss of MA/MinnesotaCare coverage. To qualify for retroactive coverage, they must select a plan during the first 60 days of the SEP.
MNsure has updated its Manual AOR Form

- During the public health emergency in lieu of a signature from a consumer, MNsure accepted an attestation from the broker that the consumer had designated them as their agent of record.

- The updated form requires a signature from the consumer:
  - A “wet” signature in which the consumer directly signs the form
  - or an electronic signature
    - An image of a handwritten signature transmitted electronically, such as by fax, secure email or text message.
    - An electronic signature captured by a software product that complies with the requirements of the Electronic Signatures in Global and National Commerce Act (ESIGN), submitted with a
Update to the Manual AOR Form

In order for an electronic signature to be accepted, the following criteria must be met:

- The consumer’s intent to sign the form is clear. For a signature submitted apart from the form, a consumer can show intent to sign a specific form by a short statement accompanying a dated handwritten signature, such as “I [insert consumer name] understand that I am signing [title of form].”

- The signature must be logically associated with or submitted at the same time as the form. The signature must provide a way to identify the consumer. MNsure must be able to discern who actually signed the document.

- The signature must not be modifiable. MNsure must receive the signature in a form that is tamper-proof so the signature cannot be modified.

For more information, please see the MNsure’s Electronic Signature Policy.
Citizen Engagement

- In early August MNsure will update its application platform to be mobile-friendly.

- Consumer will be able to apply for coverage on a mobile device
  - Both the consumer and the assister portal will be mobile-enabled
  - Expands access to MNsure for consumers who might not have easy access to a computer.

- Users will see changes to the look and feel of the application and the assister portal, but overall functionality will be much the same.
Thank You for Attending!

Please submit any questions via chat.