



Broker Statewide Webinar

November 9, 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.



Open Enrollment Has Begun!

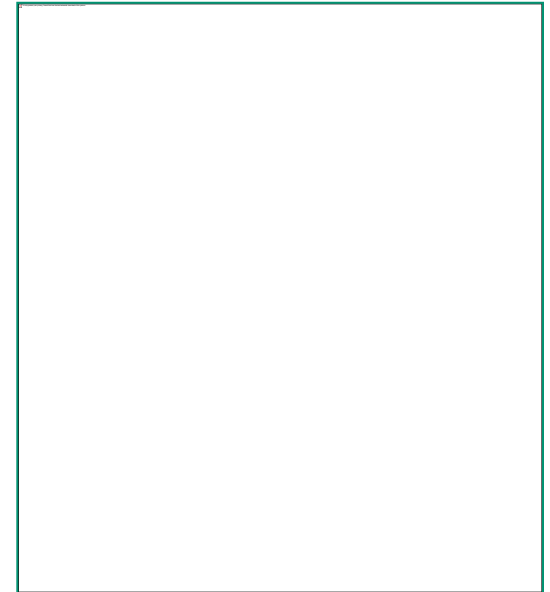
- Consumers with 2024 eligibility have been passively renewed into a plan for 2024.
- New QHP consumers can apply for coverage:
 - If they enroll by December 15, their coverage will begin January 1, 2024.
 - If they enroll from December 16 through January 15, their coverage will begin February 1, 2024.
- Qualifying life events may result in different coverage start date options:
 - Some special enrollment periods may allow a consumer to have a December 1 start date.
 - Consumers may also have until December 31 to enroll in coverage that begins January 1.

Tips from the Broker Service Line

- Before starting a new application or creating an account for a new client, please check with MNsure to see if the consumer already has any active accounts!
- In preparation for an upcoming appointment, use the Case Status Request form process to avoid the need for a phone call or multiple phone calls:
 - Form is available on Assister Central under “Quick Links”
 - Can be submitted by a broker or “support staff”
- Reporting an income change?
 - Before December 1, you must report BOTH 2023 projected annual income (PAI) and 2024 PAI.
 - Starting December 1, only 2024 PAI should be reported.
 - Only report a change to income that is occurring within 7 days or has already occurred.

Protecting Consumer Information

- Any email containing consumer personally identifiable information (PII) must be sent securely! Remember, a consumer's name is PII – do not include it in the subject line.
- Email the Broker Service Line at brokers@mnsure.org to request a secure email.
- A secure email envelope can be re-used by changing the subject line.
- Note that the look of the secure email envelope changed on November 3, When you click on blue link to “Read the message,” the message will open in a browser window.



2024 BSL Open Enrollment Hours

- Current Broker Service Line hours:
 - Monday, Tuesday, Thursday, Friday, 8 a.m. - 5 p.m.
 - Wednesday, 9 a.m. – 5 p.m.
 - Saturday, December 2 and December 9 from 9 a.m. – 1 p.m.
- Closed for state holidays:
 - **Friday, November 10**
 - November 23 & 24
 - December 25
 - January 1
 - January 15
- Check Broker One Stop “Contact Us” for full information on extended hours for deadlines.

Consumers Losing QHP Coverage

- During the renewal process, some QHP-eligible consumers are projected to be eligible for Medical Assistance or MinnesotaCare for 2024.
 - These consumers must sign and return a renewal form (MNTR) to DHS or their coverage will end on December 31.
 - Forms can be faxed to MinnesotaCare Operations at 651-431-7500. Include the Case Number on every page of the fax.
 - MNsure cannot close these cases for reapplication.
- If a consumer does NOT have QHP eligibility for 2024, they will receive a coverage termination notice from their carrier..
- DHS will be presenting on MinnesotaCare renewals and a new document upload portal at a special webinar next week:
 - Tuesday, November 14, 10 a.m. – noon
 - <https://minnesota.webex.com/minnesota/j.php?MTID=mac84ba2d4d611eb213d2ce09de3631e3>

Changes to Shopping Experience

- “Pay Now” feature allows the consumer to make their first month’s premium payment (binder payment) at the time of enrollment using a button in the enrollment platform.
 - Participating medical carriers: HealthPartners, Medica (**new!**) and Quartz
 - Participating dental carriers: Delta Dental, Dentegra and Guardian
- Plan comparison tool enhancements:
 - Medical provider and dental provider search available for open enrollment.
 - Medical facility search has temporarily been removed to take steps to improve clarity for consumers.

Assister Directory Changes

- MNSure has updated the Assister Directory to allow consumers to search for remote or in-person assistance options.
- This information can be updated online in the Broker Agency Management Program (BAMP). The new options are in the “Public-Facing Information” section of each staff record.

Assister Type Broker Navigator Both

City

Zip Code

Include Nearby Zip Codes?

Certified for Insulin Program Assistance Certified (navigators only)

Spoken Languages

- English
- American Sign Language
- Amharic
- Arabic
- Burmese

Can Help Remotely (By Phone Or Online) Remote Help

Can Help In Person (In Counties)

- Aitkin
- Anoka
- Becker
- Beltrami
- Benton

Organization Name

Name Navigator, Helen
Organization Example Navigator Organization
Address 1 Main St
City / State / ZIP Maplewood, MN 55112
County Ramsey

Assister Type Navigator
Email gethelp@examplnavigator.org
Phone (555) 555-5555
Spoken Languages English, Greek
Can Help Remotely (By Phone Or Online) Yes
Can Help In Person (In Counties) Anoka, Dakota, Ramsey
Certified for Insulin Program assistance No
Approximate Distance (Miles) -

Outreach Materials

- Download or order outreach materials including brochures, fact sheets, flyers, posters and more. Most materials are available in multiple languages to help certified assisters reach limited English proficiency (LEP) Minnesotans.
- 2024 Income Guidelines in Hmong, Russian, Somali, Spanish and Vietnamese are available online.
 - Hard copies in English, Spanish, Somali and Hmong can be ordered.
- MNsure brochures and appointment cards in Hmong, Russian, Somali, Spanish and Vietnamese are available online. No change from 2023 version.
 - Hard copies in English, Spanish, Somali and Hmong can be ordered.
- Go to Assister Central's [Outreach Materials](#) page to order materials (orders are mailed out once a week).



Thank You for Attending!

Please submit any questions via chat.

