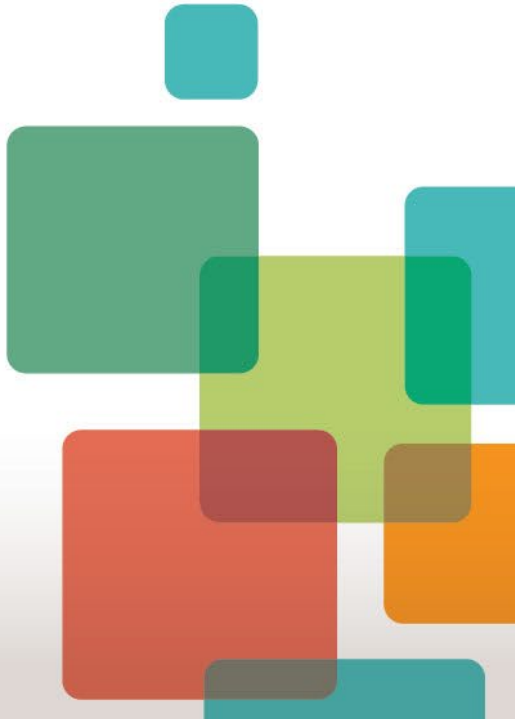
MNsure
Where you choose health coverage

Broker Statewide Webinar

September 7, 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.



Prepping for Open Enrollment

- MNsure has sent a notice to consumers whose Federal Tax Information (FTI) is expiring. Consumers must respond or they will lose eligibility for APTC and cost-sharing reductions for 2024.
  - If you have an assister portal association with a consumer whose FTI is expiring you will have received a secure email with that information.
- 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 **is expected to begin September 18 and run through 27.**
- Reminder of key dates for open enrollment:
  - Starts on Wednesday, November 1 and ends Monday, January 15
  - Friday, December 15 is the deadline for coverage effective January 1, 2024
  - Plan selections made between December 16 and January 15 will be for February 1, 2024 coverage

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BSL 2024 Open Enrollment Hours

- Broker Service Line hours beginning Nov. 1:
  - Monday - Friday, 8 a.m. - 5 p.m. (BSL opens 9 a.m. on Wednesday)
  - Open Saturday, December 2 and December 9, 9 a.m. – 1 p.m.
- Closed for state holidays:
  - November 10, 23 and 24, December 25, January 15
- Extended hours for deadlines:
  - December 13 (8 a.m. – 6 p.m.), December 14 (8 a.m. to 7 p.m.) and December 15 (8 a.m. to 7 p.m.)
  - January 10 (8 a.m. – 6 p.m.), January 11 (8 a.m. to 7 p.m.) and January 12 (8 a.m. to 7 p.m.)
  - Contact Center will have longer hours on December 14 & 15 and January 11 & 12. Assisters can call the Contact Center for basic services like password resets.

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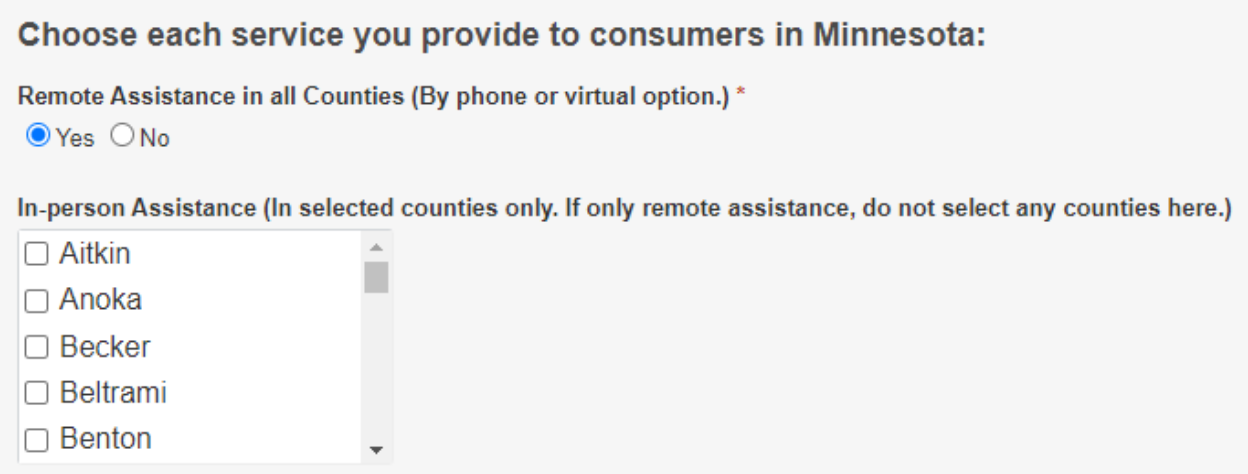
Coming Soon to the Assister Directory

- In the last assister survey, more than 60% of brokers and navigators report helping consumers both in-person and remotely. Consumer behavior patterns have also changed.
- MNsure is updating the Assister Directory to help consumers connect with the type of help they are looking for.
- Agency administrators will be able to clarify in the Broker Agency Management Program (BAMP) whether staff offer remote assistance and where they can provide in-person assistance.



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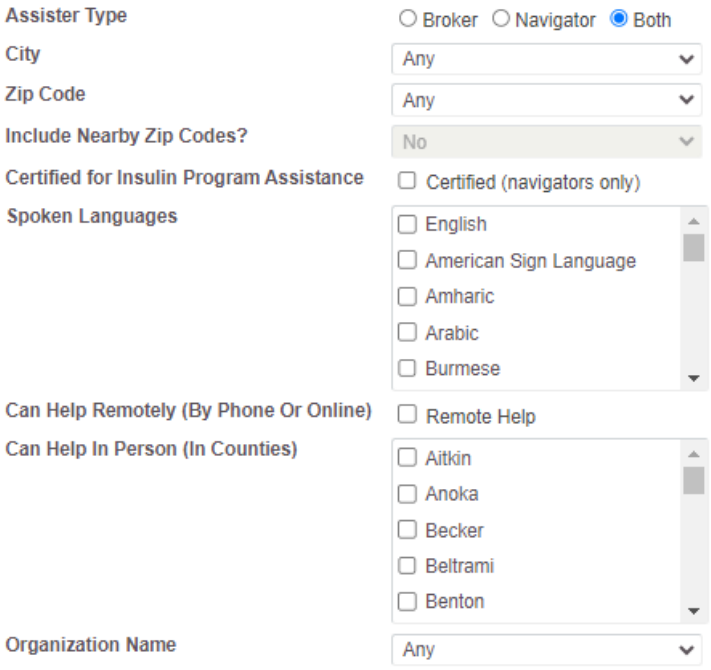
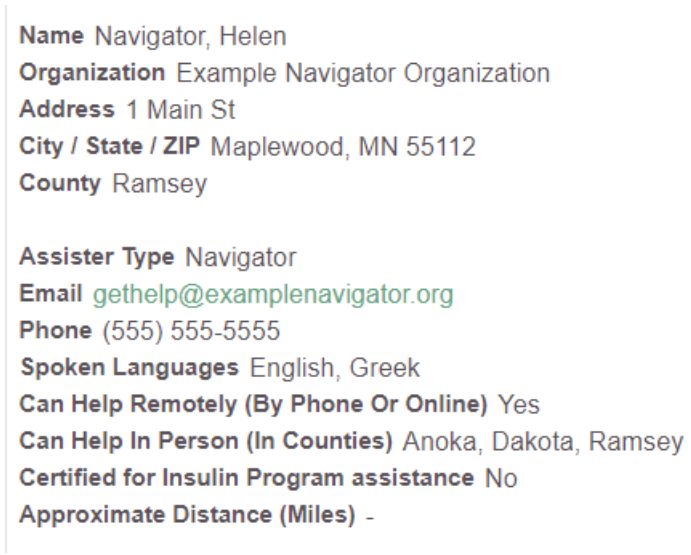
Assister Directory Improvements

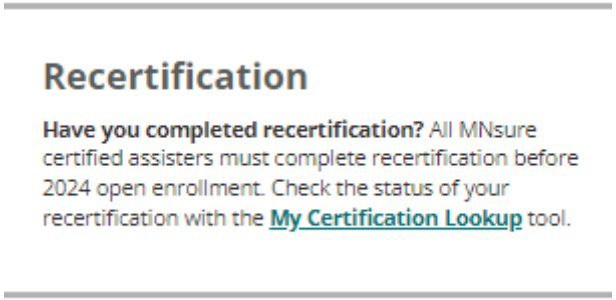
- New fields will go live in BAMP this month so broker and navigator agencies have time to add the new information.
- The information will go live in public searches of the Assister Directory in **late October.**





OE 2024 Recertification Deadline!

- Recertification training requirements must be completed by **Thursday, October 12, 2023** or your certified status will lapse.
- Suspended brokers/support staff will be able to reactivate their certification after the date of their suspension by completing all outstanding recertification requirements.
- 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.
  - Individuals will receive an email confirmation of their recertification.
  - Agency administrators can confirm staff recertification using BAMP.
  - Assisters can use the “My Certification Lookup” tool to check their certification status. There is a link on the Assister Central homepage.



Courses in the 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.
- Be sure you have completed all three parts of the required training!

learning path		required	enrollment status
(01) MNsure Assister Data Security, Accessibility, Compliance and Ethics 23-24		Yes	complete / all current
The courses and associated assessment in this curriculum are MANDATORY for ALL MNsure Assisters			
MNS24ADP	MNSURE ASSISTER DATA PRIVACY AND SECURITY	Yes	Finished
MNS24ACE	MNSURE ASSISTERS ACCESSIBILITY, COMPLIANCE AND ETHICS	Yes	Finished
MNS24ADPA	MNSURE ASSISTER DATA SECURITY, ACCESSIBILITY AND COMPLIANCE ASSESSMENT 23-24	Yes	Mastered

Assister Assemblies

- Assister Assemblies begin next week! We strongly encourage you to attend one of the following in-person opportunities:
  - Duluth, Tuesday, September 12, 9 – 11:30 a.m. **(registration closed yesterday)**
  - Twin Cities: Tuesday, September 19, 9:30 a.m. – Noon
  - Mankato: Wednesday, September 20, 9 – 11:30 a.m.
  - Alexandria: Tuesday, September 26, 1 – 3:30 p.m.
  - Online opportunities announced soon!
- We will cover the QHP renewal process, 2024 health insurance landscape, new policies in place for next year, and other critical open enrollment information.
- 2024 printed outreach materials will be available!
- Registration information is on the homepage of Assister Central.

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Health Insurance Company Webinars

- Hear directly from the health and dental carriers offering plans through MNsure in 2024:
  - Delta Dental: Wednesday, September 13, 10 – 11 a.m.
  - UCare: Wednesday, September 27, 10 – 11 a.m.
  - HealthPartners: Wednesday, September 27, 12 – 1 p.m.
  - Blue Cross Blue Shield: September 28, 1 – 2 p.m.
  - Quartz: Thursday, September 28, 3 – 4 p.m.
  - Guardian: Monday, October 2, 3 – 4 p.m.
  - Medica: Tuesday, October 3, 10 – 11 a.m.
  - Dentegra: Tuesday, October 2, 12 – 1 p.m.
- Links to attend the webinars are Broker One Stop under “Meetings and Webinars.” No pre-registration required.

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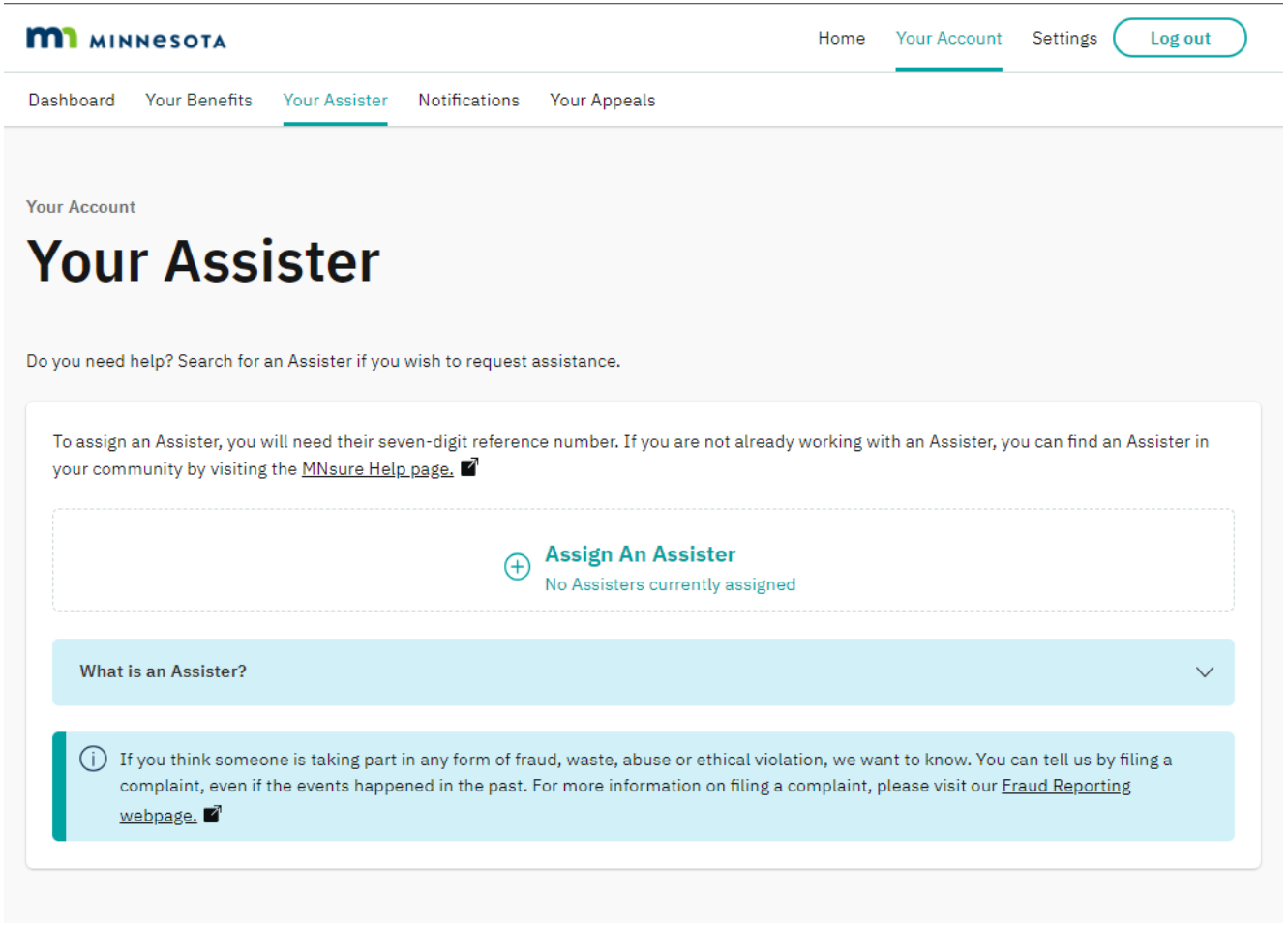
Updated Look: Authorizing an Assister



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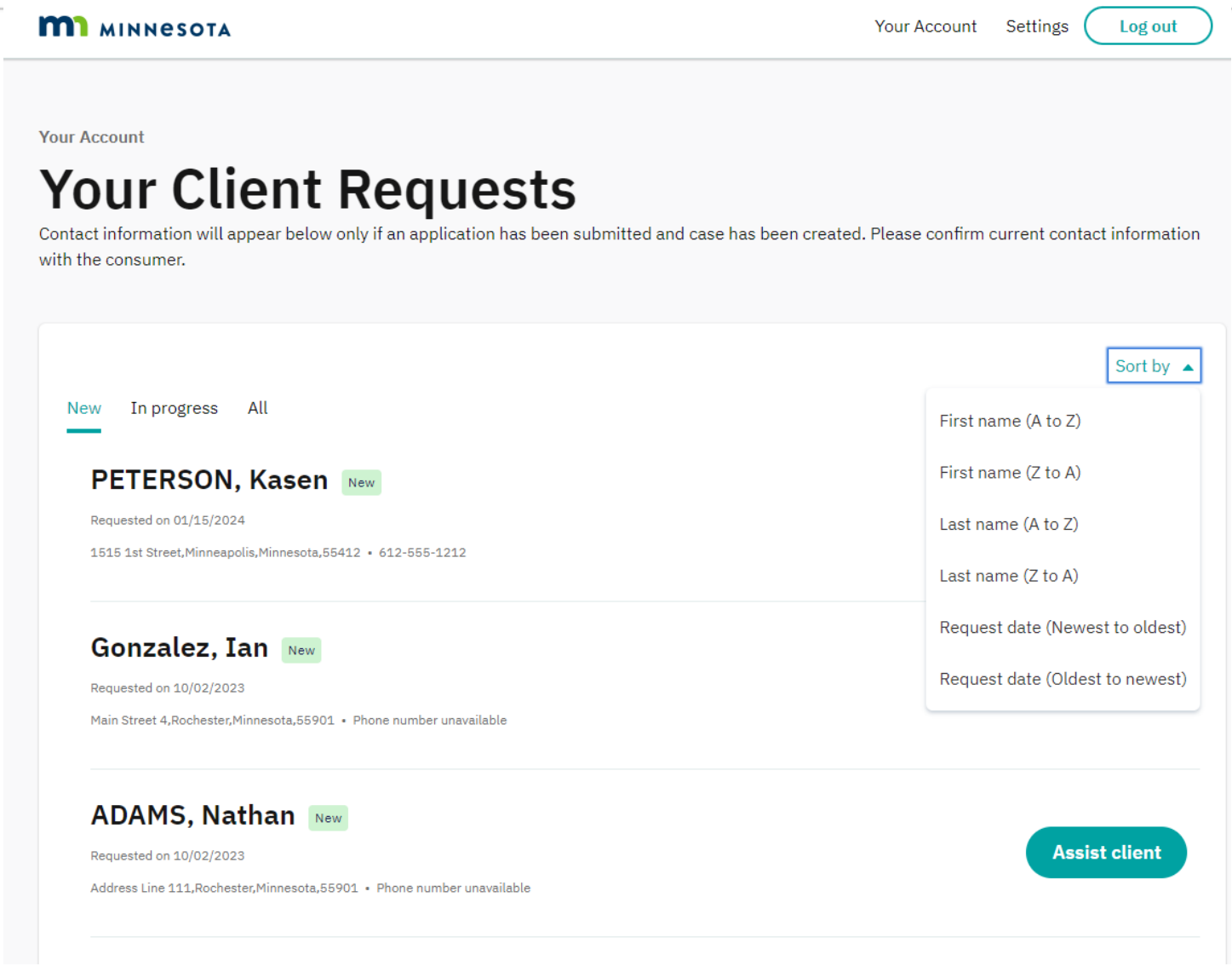
Assister Portal- Client Requests Screen



Options for Finding a Client

- Unfortunately, the ability to use “Ctrl F” to locate clients no longer works with the updated functionality.
- Use the “New” vs “In progress” tabs to narrow the search.
  - “New” are clients where you have not clicking on the “Assist Client” link before.
  - “In progress” clients are those where you have clicked through to view the client account through the assister portal.
- Use the “Sort by” options to reorganize the list.
  - Options are to sort by first name or last name
  - Can also search by “Request date” to find newer associated clients

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Printing the Summary Screen

A final opportunity to review all information entered on the application. This screen can be printed for future reference using “Ctrl P”.

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Thank You for Attending!

Please submit any questions via chat.