



Navigator/CAC Statewide Webinar

December 4, 2024, 12:30 p.m.

**Update your calendar!
January webinar will be held
Wednesday, January 8, 2025**

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.



A Busy Open Enrollment

- From November 1 through November 17, there were more than 136,000 applications submitted!
 - 128,414 QHP sign-ups for plan year 2025
 - 6,233 Medical Assistance applications
 - 1,333 MinnesotaCare applications
- 58% of households are qualifying for advanced premium tax credits
 - The average monthly credit is nearly \$570
 - In January 2025, Minnesota households will qualify for more than \$27 million in tax credits to offset the cost of health insurance!

Open Enrollment Hours

- ARC has weekend hours in December!
 - Saturday December 7 and 14 from 9 a.m. to 1 p.m.
 - Sunday, December 15 from 9 a.m. to 1 p.m.
 - Weekend call volume is typically very low – so a great time for appointments or to work on cases!
- Extended hours for the December 18th deadline:
 - December 11, 12, 13 from 8:30 a.m. to 7 p.m.
 - December 16, 17, 18 from 8:30 a.m. to 7 p.m.
- ARC will close at 2 p.m. on December 24, 26, 27, 31
- Be sure to check the ARC hours on Navigator One Stop under “Contact Us” for full details!

Renewal Process Update

- Some QHP households could not have their eligibility renewed for 2025 because at least one member of the household was within the public program income range (sometimes referred to as a “MNTR” notice).
- Households received a notice to contact a DHS at a designated helpline by December 2 to complete the renewal process. The helpline is no longer active.
- If a consumer did not attempt to, or was unsuccessful at contacting the helpline, and ALL applicants in the household were eligible for a QHP in 2024:
 - The consumer **MUST** have their application closed to reapply for updated eligibility. The ARC can assist with closing an application.
 - If any members of the household are determined eligible for a QHP, they **MUST** take action to enroll in coverage for 2025 by the open enrollment deadlines.

Update to Renewal Steps (Continued)

- If a consumer did not attempt to, or was unsuccessful at contacting the helpline, and any applicants in the household are eligible for a public program (a “mixed” household):
 - The application cannot be closed. The consumer must work with the agency that owns the public program case to determine eligibility for the QHP members going forward.
- For consumers who have their 2025 QHP eligibility re-determined following their renewal being processed by DHS or a county:
 - If enrolling in the same plan for 2025, the consumer does not need to take action to renew coverage. MNsure will manually renew coverage for all cases with renewed QHP eligibility (but not for cases that were closed, and the consumer submitted a new application).
 - The consumer can change plans for 2025 by following the normal steps. Open enrollment deadlines for coverage effective dates will apply.



Thank You for Attending!

Please submit any questions via chat.

