



# Broker Statewide Webinar

February 8, 2024, 12:00 p.m.

The webinar is not being recorded, but this PowerPoint will be available on Assister Central

**During the webinar, please use the “chat” feature to submit questions.**



# Successful Open Enrollment!

- **THANK YOU** for your hard work during a record setting open enrollment!
- Over 146,000 Minnesotans enrolled in private health plans – a 13% increase from last year’s open enrollment period.
- Nearly 60% of enrollees are eligible for advanced premium tax credits, with families saving an average of \$6,460 per year.
- We continue to see higher than normal enrollment activity as a result of the public program unwinding:
  - More than 30,000 Minnesotans have become QHP eligible following their renewal.
  - 28% (more than 8,000 individuals) have enrolled in a QHP.

# Wrapping Up Open Enrollment

- The “Attempt to Enroll” special enrollment period for consumers who filled out the online form over the Martin Luther King Jr holiday weekend concluded on January 31. Thank you to brokers who worked with consumers to get those enrollments completed!
- The enrollment deadline for MNTR (modified need to renew) related application closures is February 29, 2024.
  - Any QHP-only cases that have not been renewed are still eligible for case closure.
  - If the consumer was enrolled with MNsure through December 31, 2023, they may still be eligible to enroll for 2024. Please contact the Broker Service Line to discuss options.

# Assister 2024 OE Experience Survey

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- Our annual survey is a **very important** opportunity for MNsure to get feedback from the entire assister community.
- We are simplifying the survey to focus on critical topics so it should less time to complete.
- We plan to launch the survey later in February – so watch for an email with a link.
- PLEASE take time to participate so that your experience can shape MNsure's future!

# Public Program Unwinding Updates

- The largest group of renewals – more than 500,000 enrollees – were due for renewal January 31, 2024.
  - Multiple renewal deadlines converged at the end of January, including all MinnesotaCare enrollees who had a one-month renewal deadline extension.
  - 67% (334,000) have maintained their public program coverage.
- Coverage ended for about 156,000 people on January 31:
  - 29,000 were found ineligible or qualified for coverage through MNsure.
  - 125,000 cases closed for not submitting their renewal form. Medical Assistance enrollees who missed the deadline can still turn in their form and may be eligible for retroactive coverage.

# SEP Resources

- Assister Central has resources available under Helping Consumers: Special Enrollment Period (SEP).

The screenshot shows the MNsure Assister Central website. The header includes the MNsure logo, the text "MNsure Assister Central", a search bar, and a "Quick Links" button. A navigation bar contains links for "Announcements", "Assister Portal", "Broker One Stop", "Navigator One Stop", "Helping Consumers", and "Shared Resources". The breadcrumb trail reads "Home > Helping Consumers > Special Enrollment Period (SEP)".

**Helping Consumers**

- Getting Started
- Screening Consumers
- Creating Accounts
- Apply for Coverage
- Shop and Enroll
- Renewals
- Report Application Changes
- ▶ Special Enrollment Period (SEP)
- Special Populations
- Tax Information
- Verifications

## Special Enrollment Period (SEP)

Assister resources to help consumers apply for SEP.

### SEP for New Consumers

MNsure.org has [examples of qualifying life events](#) that allow new consumers to enroll outside of open enrollment and instructions for consumers on how to [apply for a special enrollment period](#).

1. A new consumer will need to create an account/complete an application to determine if they qualify for a qualified health plan (QHP) with or without financial assistance **AND** if they qualify to shop and enrollment in health care plans through MNsure outside of the open enrollment period.
2. If a consumer receives eligibility for a QHP, select the Enroll in Plans button from the eligibility results screen to launch the shopping and enrollment platform.
3. Select the Confirm Event button on the consumer's dashboard in the shopping and enrollment platform.
4. Select the qualifying life event and enter the date the qualifying life event occurred.
5. If the event can be confirmed, instructions will be provided from the shopping and enrollment platform to submit SEP verification documentation either by mail or the upload tool. Additional information about [verifications](#).

### SEP for Current Consumers

#### Resource Links

- [How to Apply for SEP](#)
- [Loss of Coverage SEP Flyers](#)
- [Qualifying life events \(including deadlines\)](#)
- [SEP and COBRA](#)
- [SEP Verifications](#)

# Broker Service Line (BSL) Reminders

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- Returned to regular business hours:
  - 8:30 a.m. – 4:30 p.m. Monday, Tuesday, Thursday and Friday
  - 9:30 a.m. – 4:30 p.m. Wednesday (open an hour later for staff training)
- MNsure offices will be closed on Monday, February 19, in observance of Presidents Day.
- Questions regarding certification or assister portal issues (other than password resets) should be communicated using a secure email to the BSL.



# Thank You for Attending!

*Please submit any questions via chat.*

