Navigator/CAC Statewide Webinar

January 3, 2024, 12:30 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.
Open enrollment ends January 15

- Open enrollment ends on Monday, January 15
- As of December 15, 132,789 Minnesotans had signed up for 2024 QHP coverage – an increase of 11% compared to the same time last year. On average, eligible families will save $6,750 in 2024!
- MNsure (including the ARC and Contact Center) will be closed on Saturday, January 13, Sunday, January 14, and Monday, January 15.
- The Minnesota Eligibility Technology System (METS) will be available that weekend for consumers to submit an online application and/or complete their enrollment.
Open Enrollment Hours

- Schedule meetings with consumers as soon as possible. The ARC will have extended hours next week:
  - Wednesday, January 10: 8 a.m. – 6 p.m.
  - Thursday, January 11, 8: a.m. – 7 p.m.
  - Friday, January 12, 8 a.m. – 7 p.m.
- The MNsure Contact Center will have longer hours on January 11 (until 8 p.m.) and 12 (until 10 p.m.) if a consumer needs assistance after the ARC and BSL are closed.
- If a consumer needs assistance to submit an online application or enroll in a qualified health plan over the holiday weekend, visit mnsure.org where additional instructions will be posted after close of business on Friday, January 12.
Special enrollment periods

- Consumers may be eligible for a special enrollment period (SEP) during open enrollment.

- New consumers (not enrolled for 2024) can self-report a qualifying life event (QLE) through their enrollment portal.
  - After submitting an application, go to plan shopping and under the 2024 tab click on “Confirm Life Event.”
  - Select the life event that has occurred from the drop-down menu and the data it occurred and click “Continue.”
  - Once the event and event date are determined valid, the consumer will either be prompted to “Upload Documents” or “Shop for Plans.”

- Once open enrollment ends on January 15, a special enrollment period (SEP) is required to enroll in or change a qualified health plan (QHP).
Tax time and 1095-As

- MNsure will be mailing 1095-A forms in January to consumers who enrolled in a qualified health plan through MNsure for any part of 2023.
  - In addition to the notifications section in their METS account, the 1095-A will also be available in the “My Inbox” section of a consumer’s enrollment dashboard. Assisters should not view or print a consumer’s 1095-A form.
  - The second lowest cost silver plan will be populated on the form, so enrollees do not need to look up this data.
  - The form will not include a cover letter. Some instructions are printed on the form itself and MNsure will send out a general email when we begin to issue forms.

- Assisters will see a guide posted on Assister Central later this month with information on how to help consumers with questions on their 1095-A form.

- Reminder: MNsure and certified assisters are prohibited from providing tax advice.
Thank You for Attending!

Please submit any questions via chat.