Updated August 18, 2017

Avoiding Common Errors in Reporting Life Events

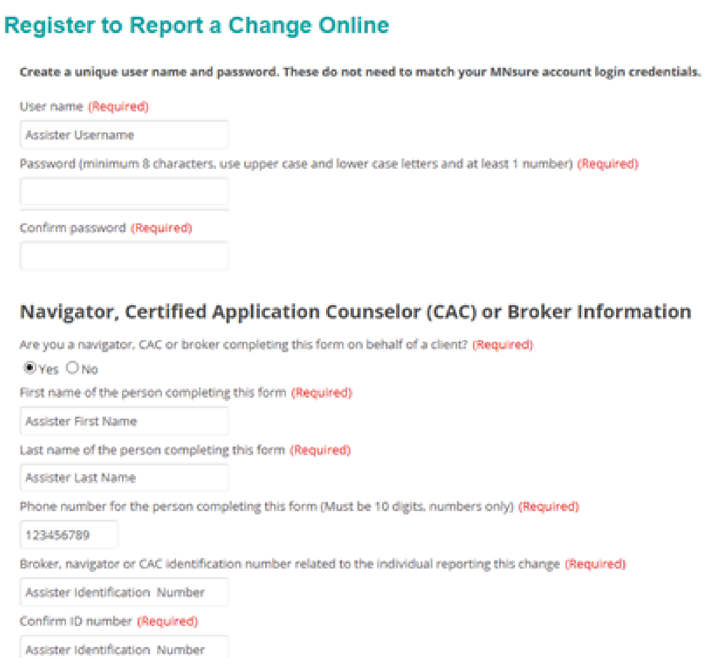
There are three roles that need to be identified when completing the online change reporting form.

Individual: The individual is the subject of the change –i.e. the person who experienced the change or who is being added to the application.

Reporter: The reporter is the person who is notifying MNsure about the change and who will need to attest to the accuracy of the changes being reported. When completing the online form, the assister is also the reporter. NOTE-- this is a change from earlier instructions on how to fill out the tool.

Completer (assister): The completer is the person who is filling out the changes online.

When registering to report a change online, the assister (the completer) must enter their information in the Navigator, Certified Application Counselor, Broker Information fields for the form to be valid. This is the first set of fields you will see when you set up an account to report a change


Register to Report a Change Online

Create a unique user name and password. These do not need to match your MNsure account login credentials.

User name (Required)

Assister Username

Password (minimum 8 characters, use upper case and lower case letters and at least 1 number) (Required)

Confirm password (Required)

Navigator, Certified Application Counselor (CAC) or Broker Information

Are you a navigator, CAC or broker completing this form on behalf of a client? (Required)

Yes No

First name of the person completing this form (Required)

Assister First Name

Last name of the person completing this form (Required)

Assister Last Name

Phone number for the person completing this form (Must be 10 digits, numbers only) (Required)

123456789

Broker, navigator or CAC identification number related to the individual reporting this change (Required)

Assister Identification Number

Confirm ID number (Required)

Assister Identification Number

The next set of fields should also be filled out with the information for the assister filling out the form.

Reminder: Who Can Report Changes To An Application

If you filed an application for coverage and are 18 years or older, you can report changes about yourself or other household members on your application. Another adult on your application can report changes on your behalf, if he or she is part of your tax household. However, only the tax filer can attest to changes in information related to filing a tax return, tax-filing status, tax liability, and authorization to use federal tax information.

Information About the Person Reporting the Change

First name (Required)

Assister First Name

Last name (Required)

Assister Last Name

Phone number (Must be 10 digits, numbers only) (Required)

123456789

Confirm phone number (Required)

123456789

Email address

Assister@assisteremail.com

Residential Address of the Person Reporting the Change

Is the person reporting this change currently homeless? (Required)

○ Yes ◉ No

Address line 1 (Required)

Assister Office Address

Address line 2

Assister Office Address

City (Required)

Assister Office City

State (Required)

MN

Zip Code (Required)

Assister Office Zip Code

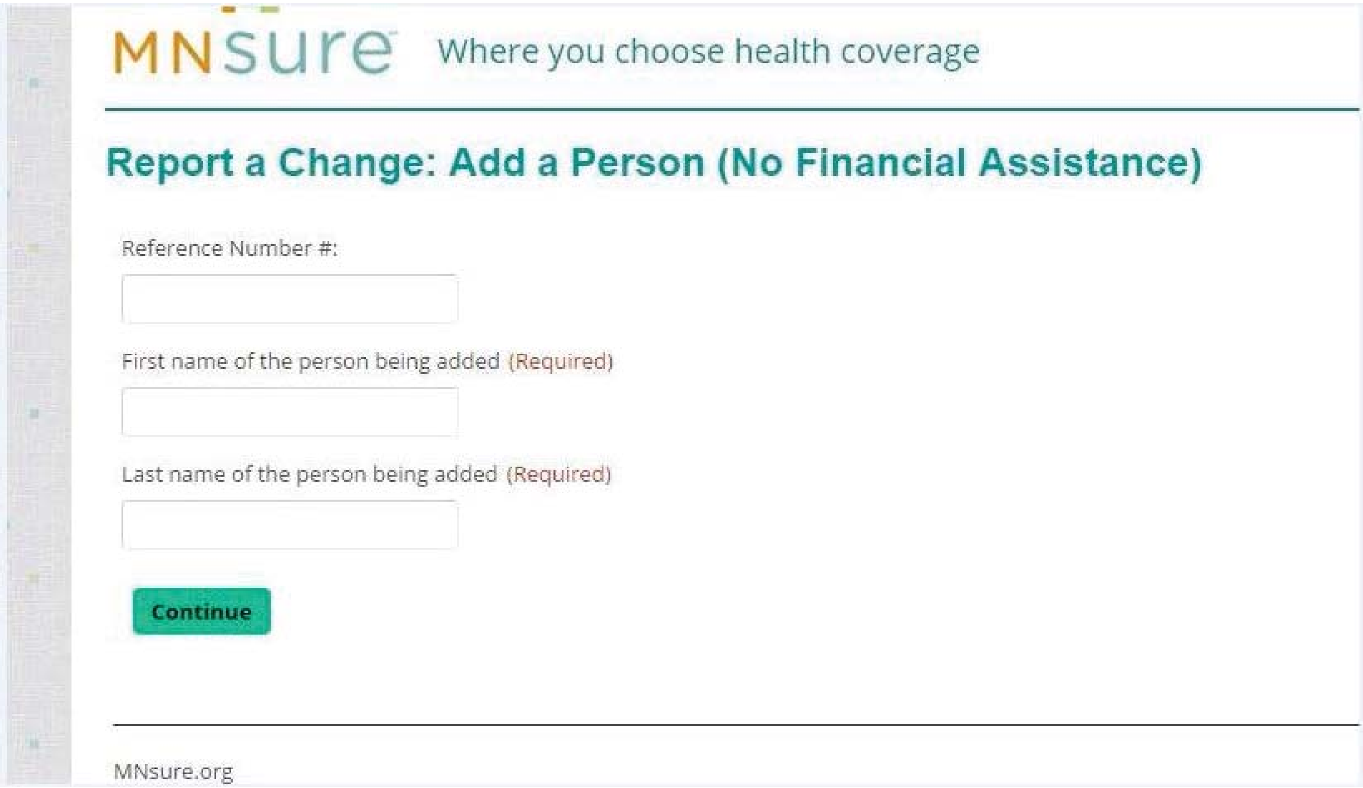
County (Required)

- Select a county -

Are you or members of your household who are reporting a change enrolled in or eligible for a private health plan (qualified health plan) through MNsure? (Required)

◉ Yes ○ No

After creating the account, logging in, and selecting the change, the first and last name fields should be completed for the person who is experiencing the change (the individual).


MNsure Where you choose health coverage

Report a Change: Add a Person (No Financial Assistance)

Reference Number #:

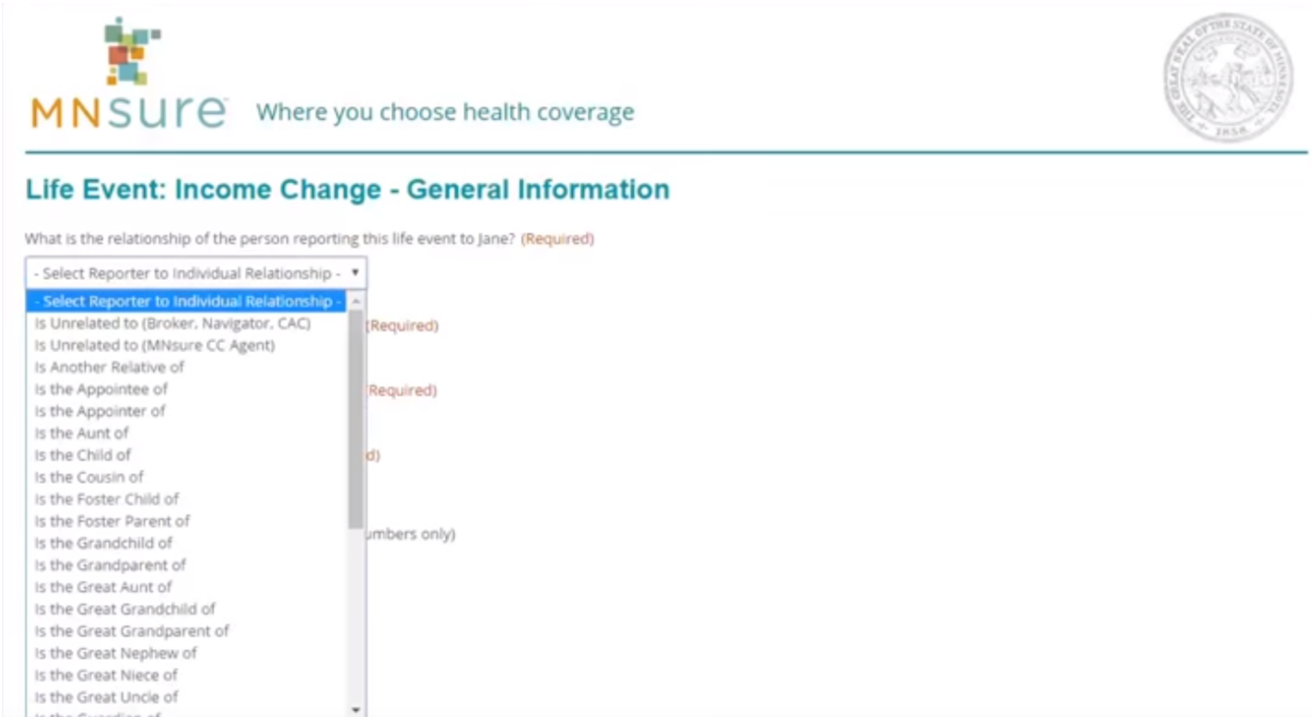
First name of the person being added (Required)

Last name of the person being added (Required)

Continue

MNsure.org

While completing the online form, the assister will be asked about the relationship between the individual and the person reporting the event. Assisters should always answer "Is Unrelated to (Broker, Navigator, CAC)" for this question.



Other common issues include:

Leaving fields blank

Not entering clear notes when the form calls for it

Entering "I don't know" or "Consumer doesn't know" into data fields.

> If an assister is unsure or doesn't know information, they should gather the information and complete the change at a later date.