



# Uploading Supporting Documentation for Verifications

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A consumer may be required to send documentation to MNsure to verify eligibility for a special enrollment period (SEP), or to verify information on their application that cannot be verified through electronic resources when they apply.

Consumers can use an [online tool to upload their documentation](#). Their notice will have a link to the tool, or they can search for it on MNsure.org using the keyword “verify” or “upload.”

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## Important Tips for Assisters

- The tool is **only** for qualified health plan and mixed-eligibility household cases. It cannot be used for cases that are public-program only.
- The online tool is not able to accept special enrollment period (SEP) verifications until 24 after reporting a SEP to MNSure.
- The consumer will receive a notice which list required verification documents. The upload tool can be used without the notice, but the following information will be needed:
  - Case number/Integrated Case (IC) number on the application – contact ARC/Broker Service Line/Contact Center staff to obtain this information.
  - Name and birthdate of the primary applicant on the application.
- Broker Service Line/ARC teams are unable to provide a real-time verification status. To check a status, assisters should wait at least 48 hours after uploading verifications and then submit a Case Status Request form.

## Notices Requesting Verification Documentation

### Verify a Special Enrollment Period (SEP)

Verification documentation is required before an enrollment can be sent to the insurance carrier. The consumer may receive one or both of the following notices in a SEP scenario:

**1. “Action Required: Request for Information and Special Enrollment Period Eligibility”**

This notice is sent when a consumer contacts the Contact Center and requests a SEP based on a qualifying life event that requires verification documentation. They have 30 days from the date of the notice to send the documentation.

**2. “Action Required: Special Enrollment Period Verification Extension”**

In special situations, this notice is sent to a consumer who qualifies for an extension of the original 30-day requirement for verification for a SEP.

### Verify Eligibility

A consumer may be required to verify information on their application that cannot be verified through electronic resources. The consumer has 90 days to submit the documentation.

*In most cases, they are already enrolled; but if the documentation is not received they may lose their coverage.*

The consumer will receive a notice with the heading **“Action Required: Documentation Needed.”**

## Before Using the Upload Tool

### Collect Information

- First and last name and date of birth of the primary applicant (addressee on the notice).
- First and last names and dates of birth for all individuals that the supporting documents are for.
- Email address if the consumer would like to receive an email confirmation (optional).

Note: The consumer's name, date of birth and case number must be on each page of the verification that is uploaded.

### Items needed from the notice

- Reference/case number printed under the date of the notice letter.
- Heading on the notice, found on the first page beginning with "Action Required."

### If consumer does not have a notice

After verifying the consumer's identity, the assister can:

- Provide the consumer's case number (Integrated Case number).
- Based on the consumer's scenario, direct the consumer which button to choose under "Action Required."
  - "Request for Information and SEP Eligibility" – The consumer has contacted the Contact Center regarding eligibility for a SEP, and the consumer must verify information regarding their qualifying life event, and SEP eligibility within 30 days.
  - "Special Enrollment Period Verification Extension" – The consumer has contacted the Contact Center regarding eligibility for a SEP, and the consumer must verify information regarding their qualifying life event, and SEP eligibility. They have been given an extension from the original 30 days.
  - "Documentation Needed" – The consumer must verify information on their application, which the system is unable to verify electronically.
- Prepare a [Verification Documentation Cover Letter](#) for the household to submit with their documentation. This will help ensure the information is filed correctly.

## Using the Upload Tool

The consumer must log in using the Reference/case number and the primary applicant's first and last name. All fields are required.

- It is important the consumer fill out the fields exactly as the instructions specify.
- If the information is not authenticated or is entered incorrectly, the consumer will get an error message and a chance to reenter the information.

## Error Message

The information that you entered does not match our records. Try entering your information again as it appears on the notice you received from us.

If you are unable to submit your documents using this website, follow the directions on your notice to send your documents by mail or fax or call 855-366-7873 or 651-539-2099.

## Supporting Documentation Upload Page

### Primary Applicant Information

### Submit Supporting Documents

**Primary Applicant Information:**

Case number  
22222222

First name of primary applicant  
Test

Last name of primary applicant  
Two

Date of birth of primary applicant (mm/dd/yyyy) \*

\* Indicates Required Fields

The consumer must enter the date of birth of the primary applicant.

### Action Required

**Action Required:**

In the "Action Required" box my notice states: (Select one) \*

Request for Information and Special Enrollment Period Eligibility

SEP Verification Extended

DOCUMENTATION IS NEEDED

First Page of Documentation Request Notice (If you have not received a mailed notice yet, skip this step.)

Based on their notice, or information from the Contact Center or an assister, the consumer must select the scenario that describes their documentation.

After selecting the "Browse" button, the consumer will choose the file to upload. If the consumer has the notice, it is encouraged they submit the first page of the notice.

If the notice isn't available, the consumer should upload the [Verification Documentation Cover Letter](#). This will help ensure the information is filed correctly.

## Supporting Documentation Information

Select the type of supporting documentation \*

Gain of dependent(s) through birth

Document to prove the date of birth

- Birth certificate

From the drop down, the consumer will select the type of verification documentation that is being submitted (this information will be on the verification letter), and a list of possible documents will appear.

For SEP scenarios:

- Loss of minimum essential coverage
- Gain of dependent(s) through marriage
- Gain of dependent(s) through birth
- Gain of dependent(s) through adoption, foster care or through court order
- Loss of dependent(s) due to divorce or legal separation
- Loss of dependent(s) due to death
- Gain of citizenship or lawfully present status
- Change in employer-sponsored insurance (ESI) and newly eligible for APTC
- Permanent move and gained access to new QHP(s)

For eligibility scenarios:

- U.S. citizenship or national status
- Lawful presence in the United States
- Social Security Number
- Income
- Deductions (expenses)
- Projected annual income
- Incarceration status
- Membership in a federally recognized tribe
- Household composition

After the consumer selects the verification type, they will select the number of files they will be sending. They can select a maximum of three files for each supporting document submitted. If they have more, they will have an option to submit more documents after submitting three.

The consumer will select a "Browse" button for each file and then select the JPEG, GIF, PNG or PDF file they want to upload.

## Guide to Uploading Supporting Documentation for Verifications

Select the number of files you wish to submit (You can choose up to three. If you need to submit more, you can choose to make another submission on the next screen.)\*

Select the file(s) to submit. (Files must be JPEG, JPG, PNG, GIF or PDF. Files cannot exceed 25MB.)

File 1 \*

### Document Requirements

A consumer can take a picture of the documents, or scan their documents to a PDF.

- Documents can be a JPEG, GIF, PNG or PDF file type.
  - PDF files can contain multiple pages.
  - JPEG, PNG or GIF file types can contain only one page.
- Files cannot exceed 25 MB in size.
- Documents can be submitted using a computer or mobile device.
- All documents must be labeled with the first name, last name and reference number of the individual that the supporting documentation is for.

### Confirmation Email Option

To receive an email to confirm the submission, the consumer will need to enter an email address, and re-enter it for accuracy.

### Submit

The consumer will select Submit to upload the document(s).

If a consumer gets to this page and does not want to submit a document, they select “Cancel submitting any documents and log out now” before selecting Submit.

If there is no error, after they select Submit, the consumer will be taken to a transition page.

An email from [DoNotReply@MNSure.org](mailto:DoNotReply@MNSure.org) will be sent to the email address they entered. The email will include the verification type and the name of the individual the supporting documents were for.

If all fields are not filled out, or if the consumer tried to upload a file that is not accepted, they will receive an error message. NOTE: All selected files will be cleared, and the consumer will need to select all files (including the cover letter) again.

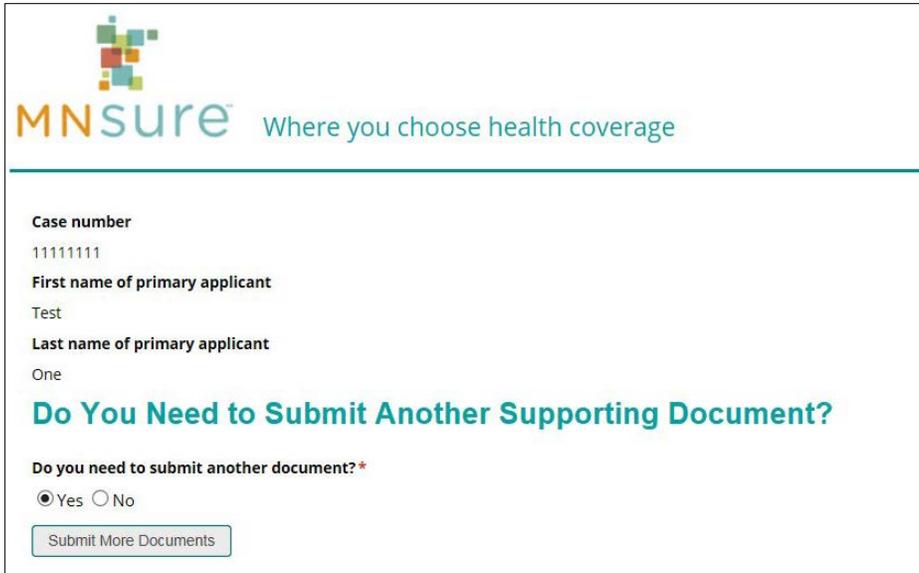
### Error Messages

One or more documents did not upload properly. Make sure your documents are in JPG, JPEG, PNG, GIF or PDF format and do not exceed 25MB.

If you are unable to submit your documents using this website, follow the directions on your notice to send your documents by mail or fax or call 855-366- 7873 or 651-539-2099.

## Submitting More Documents

### Transition Page



The screenshot shows the MNSure website interface. At the top left is the MNSure logo with the tagline "Where you choose health coverage". Below the logo, there are three fields for case information: "Case number" with the value "11111111", "First name of primary applicant" with the value "Test", and "Last name of primary applicant" with the value "One". A prominent heading asks "Do You Need to Submit Another Supporting Document?". Below this heading is a question "Do you need to submit another document?\*" with radio button options for "Yes" (selected) and "No". At the bottom of the form is a button labeled "Submit More Documents".

If the consumer selects “Yes” and selects Submit More Documents, they will be taken to another upload page and be prompted to repeat the steps above to submit the additional documents. They will not have to submit the cover letter again.

After they select “Submit,” if there are no errors, they will be taken back to the transition page. An email will be sent to the indicated email address.

When they are done submitting documents they will select “No” on the transition page, then click on the "Log Me Out" button, which will bring them to the Thank You page.

If the consumer selects log in on this page, they will be taken back to the first page of the tool, and can enter new information. For security purposes they will need to log in again.

To ensure their security a consumer should always clear their browser history when leaving the site.