Statewide Broker Webinar

This webinar will begin at 12:00 PM. If you can see this screen you are prepared to participate.

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

July 11, 2019
Preliminary 2020 Health Insurance Rates
This week, the Minnesota Department of Commerce released preliminary health coverage rates proposed by Minnesota insurance companies. These rates affect people buying plans in the individual market, including through MNsure.

The Commerce Department is reviewing these preliminary rates. Final, approved 2020 premium rates will be available by October 2.

Starting in mid-October, you can visit MNsure.org to see what plans and rates will be available for open enrollment.
New “Helping Consumers” Section of Assister Central
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- [https://www.mnsure.org/assister-central/helping-consumers/index.jsp](https://www.mnsure.org/assister-central/helping-consumers/index.jsp)

- Here you can easily find important guidance, tips and tools to assist you as you serve your clients!
  - Initial intake
  - Application and enrollment
  - Special Enrollment Period (SEP)
  - Managing life events
  - Renewing coverage
  - And much more!
“Helping Consumers” Section of Assister Central

MNsure Assister Central

Announcements  Assister Portal  Broker One Stop  Navigator One Stop  Helping Consumers  Shared Resources

Home  >  Broker One Stop

Broker One Stop

Certification and Recertification
Contact Us
FAQ
Forms and Guides
Myths vs. Truths

Broker One Stop

One-stop shop for MNsure-certified brokers with forms, guides, training resources, certification and recertification much more.

Broker announcements can be found by using the "Brokers" filter on the Assister Announcements page.
“Helping Consumers” Section of Assister Central

Helping Consumers

Tools and resources to support MNsure-certified navigators, brokers and CACs helping consumers to apply, enroll and maintain health insurance coverage.

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<tr>
<th>Getting Started</th>
<th>Creating Accounts</th>
<th>Apply for Coverage</th>
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<tbody>
<tr>
<td>Prepare to meet with consumers. Gather everything you need to have a successful meeting.</td>
<td>Assist consumers through the account creation process.</td>
<td>Help consumers start and complete an application through MNsure.</td>
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<th>Shop and Enroll</th>
<th>Renewals</th>
<th>Report Application Changes</th>
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<tbody>
<tr>
<td>Help consumers shop and compare MNsure health and dental plans, select a plan and enroll.</td>
<td>Help consumers successfully renew their coverage.</td>
<td>Help consumers report application changes, including life events.</td>
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<th>Special Enrollment Period (SEP)</th>
<th>Special Populations</th>
<th>Tax Information</th>
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<td>Help consumers apply for a special enrollment period.</td>
<td>Support special populations in need of application and enrollment assistance.</td>
<td>Help consumers understand health insurance tax documents.</td>
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<th>Verifications</th>
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<td>Help consumers successfully submit pre- and post-enrollment verifications.</td>
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Verifications

As a MNsure-certified assister, you will likely encounter the need to help consumers to provide some form of proof (verification) before they can proceed to the next step.

The areas where verification is frequently required are listed below.

Account Creation

See Creating Accounts in the Helping Consumers section which includes resource links to frequently used forms and guides.

There are also detailed instructions covered in the policies and procedures for manual account creation:

- ARC policy for Navigators and CACs
- Broker Service Line Policy
- Manual Account Creation Policy for all assisters
- Over-the-Phone Manual Account Creation Policy for all assisters

Special Enrollment Period

See the Verifications and Pre-Verifications section on this page.
Other Announcements and Tips
Access to the Assister Portal

- Certified brokers are given access to MNsure’s assister portal once assister portal training has been completed.

- If you have not done so already, please log into the Assister Portal dashboard now to make sure you are successfully able to access your account.

- If you are unable to access your account, please send a screenshot of the message received and your assister portal username to the broker service inbox at brokers@mnsure.org.
Life Event Processing Status

- Check Assister Central and weekly Broker Updates to view processing status of life events.

- Brokers that have reported a life event online or through the Broker Line will receive a secure email with the results once the life event has been processed. **If you reported a life event after the date listed, please do not contact the Broker line at this time to check on the status.**

- Life events for MinnesotaCare and Medical Assistance-eligible consumers are not processed by MNsure. Please contact MinnesotaCare or the county for the status of those life events.
Thank you!

Ask a question using the chat feature on the webinar, or use #6 to unmute your line and ask a question. Use *6 to remute your line when you are done.