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

June 13, 2019
MNsure Tips and Reminders
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.
MinnesotaCare and Medical Assistance Loss of Coverage Dates

- Information regarding the loss of coverage dates for MinnesotaCare and Medical Assistance should be obtained from either the consumer, the notice the consumer received, or the proper servicing agency.
  - Contact DHS for MinnesotaCare
  - Contact the consumer’s county for Medical Assistance.
- The Broker Service Line is unable to provide or confirm loss of coverage dates for MinnesotaCare or Medical Assistance.
Tips for calling the Broker Line

- Make sure that you have 3 pieces of personally identifiable information (PII) for the consumer ready when you call.

- When reporting a qualifying life event (QLE) for a special enrollment period (SEP), know what QLE you are reporting.
  - [https://www.mnsure.org/new-customers/enrollment-deadlines/special-enrollment/sep-le/index.jsp](https://www.mnsure.org/new-customers/enrollment-deadlines/special-enrollment/sep-le/index.jsp)
Bookmark Assister Central!

- https://www.mnsure.org/assister-central/

- Here you can find many important resources, tools and policies!
  - Recent announcements
  - Copies of past webinar presentations
  - Upcoming events
  - Policies and procedures
  - Information on how to submit LEs
  - Links to online LE reporting, AOR information and more!
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.