

2021 Consumer & Small Employer Advisory Committee (CSEAC) Recommendations

MNsure Board of Directors meeting
November 17, 2021

Communication breakdown between MNsure, DHS, MinnesotaCare, and the counties

- Unnecessary repeated redirection
- Unclear MinnesotaCare notices (also contain outdated info)
- Better guidance on self-employed income reporting
- Additional guidance to 65+ population on application process

Examples of Communication Breakdown

- Consumers being redirected between the agencies when they have a mixed-eligibility household
- When public program is terminated because of non-compliance in providing manual verification documents
- When old applications get in the way of a household's new information but none of the agencies are able and willing to close the outdated one

Phone tree availability in multiple languages

- Having the choice of two additional major languages (Russian and Vietnamese)
- Run population numbers and statistics
- Involve navigators and brokers in interpreting between staff and consumers
- Explore additional language options

Reflective language and removal of gendered icons

- Gender and pronoun inclusivity
- Retire the gendered household member icons
- Removing gender questions out of the application (is there a need on the federal level?)
- Engage with community organizations
- The CRM (consumer relations management) system to be adjusted to record preferred pronoun and preferred name for navigator and assister record