

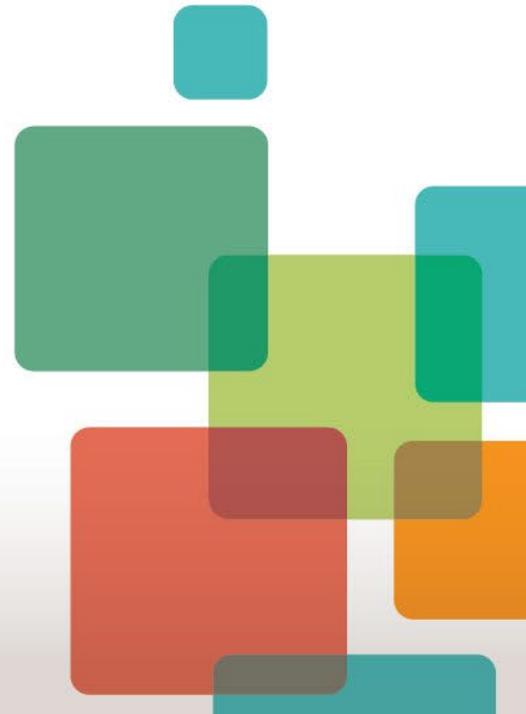


Navigator/CAC Statewide Webinar

September 6, 2023, 12:30 p.m.

The webinar is not being recorded, but PowerPoint presentations will be available later on Navigator One Stop in the “Meetings and Webinars” section.

During the webinar, please use the “chat” feature to submit questions.



Prepping for Open Enrollment

- MNsure has sent a notice to consumers whose Federal Tax Information (FTI) is expiring. Consumers must respond or they will lose eligibility for APTC and cost-sharing reductions for 2024.
- All life events impacting eligibility should be reported as soon as possible. MNsure will not be able to update cases during the “black out” period which **is expected to begin September 18 and run through 27.**
- Reminder of key dates for open enrollment:
 - Starts on Wednesday, November 1, 2023 and ends Monday, January 15, 2024
 - Friday, December 15, 2023 will be the deadline for coverage effective January 1, 2024
 - Plan selections made between December 16 and January 15 will be for February 1, 2024 coverage

ARC 2024 Open Enrollment Hours

- Assister Resource Center/Broker Service Line beginning Nov. 1:
 - Monday - Friday, 8 a.m. - 5 p.m. (ARC opens 9 a.m. on Tuesday and BSL opens 9 a.m. on Wednesday)
 - Open Saturday, December 2 and December 9, 9 a.m. – 1 p.m.
- Closed for state holidays:
 - November 10, 23 and 24, December 25, January 15
- Extended hours for deadlines:
 - December 13 (8 a.m. – 6 p.m.), December 14 (8 a.m. to 7 p.m.) and December 15 (8 a.m. to 7 p.m.)
 - January 10 (8 a.m. – 6 p.m.), January 11 (8 a.m. to 7 p.m.) and January 12 (8 a.m. to 7 p.m.)
 - Contact Center will have longer hours on December 14 & 15 and January 11 & 12. Assisters can call the Contact Center for basic services like password resets.

Coming Soon to the Assister Directory

- In the last assister survey, more than 60% of brokers and navigators report helping consumers both in-person and remotely. Consumer behavior patterns have also changed.
- MNsure is updating the Assister Directory to help consumers connect with the type of help they are looking for.
- Agency administrators will be able to clarify in the Agency Management Program (AMP) whether staff offer remote assistance and where they can provide in-person assistance.

Choose each service you provide to consumers in Minnesota:

Remote Assistance in all Counties (By phone or virtual option.) *

Yes No

In-person Assistance (In selected counties only. If only remote assistance, do not select any counties here.)

Aitkin

Anoka

Becker

Beltrami

Benton

Assister Directory Improvements

- New fields will go live in AMP this month so navigator agencies have time to add the new information.
- The information will go live in public searches of the Assister Directory in **late October**.

Assister Type Broker Navigator Both

City

Zip Code

Include Nearby Zip Codes?

Certified for Insulin Program Assistance Certified (navigators only)

Spoken Languages

- English
- American Sign Language
- Amharic
- Arabic
- Burmese

Can Help Remotely (By Phone Or Online) Remote Help

Can Help In Person (In Counties)

- Aitkin
- Anoka
- Becker
- Beltrami
- Benton

Organization Name

Name Navigator, Helen
Organization Example Navigator Organization
Address 1 Main St
City / State / ZIP Maplewood, MN 55112
County Ramsey

Assister Type Navigator
Email gethelp@examplnavigatorator.org
Phone (555) 555-5555
Spoken Languages English, Greek
Can Help Remotely (By Phone Or Online) Yes
Can Help In Person (In Counties) Anoka, Dakota, Ramsey
Certified for Insulin Program assistance No
Approximate Distance (Miles) -

OE 2024 Recertification Deadline!

- Recertification training requirements must be completed by **Thursday, October 12, 2023** or your certified status will lapse:
 - You will no longer be authorized to assist consumers with the application and enrollment process
 - You will no longer have access to the Assister Resource Center
 - Your access to the assister portal will be suspended (if applicable)
 - Navigators will be removed from the online Assister Directory
 - Navigators are not eligible for payment for any applications or enrollments completed after their certification has lapsed
- Suspended assisters will be able to reactivate their certification after the date of their suspension by completing all outstanding recertification requirements.
- As of today, only 37% of CACs and 30% of navigators have completed certification.

Courses in the MNsure Learning Center

- When you log into the MNsure Learning Center, you will see other courses which may show a status of “not started or expired” or “in progress.”
- The only course required for recertification is MNsure Assisters Data Security, Accessibility, Compliance and Ethics.** The other courses (Core Curriculum and Role-Based Training) are only required for new assisters certifying for the first time.

<u>learning path</u>		<u>enrollment</u> <u>required</u>	<u>status</u> ▲
<input type="checkbox"/> (01) MNsure Assister Data Security, Accessibility, Compliance and Ethics 23-24		Yes	complete / all current
The courses and associated assessment in this curriculum are MANDATORY for ALL MNsure Assisters			
<ul style="list-style-type: none"> ↳ MNS24ADP 	MNSURE ASSISTER DATA PRIVACY AND SECURITY	Yes	Finished
<ul style="list-style-type: none"> ↳ MNS24ACE 	MNSURE ASSISTERS ACCESSIBILITY, COMPLIANCE AND ETHICS	Yes	Finished
<ul style="list-style-type: none"> ↳ MNS24ADPA 	MNSURE ASSISTER DATA SECURITY, ACCESSIBILITY AND COMPLIANCE ASSESSMENT 23-24	Yes	Mastered

Confirming Recertification Completion

- MNsure updates training records in the Agency Management Program (AMP) twice per week. Please be aware that it may take three to four business days before we have recorded completion of a course.
- Once we have recorded completion:
 - Individuals will receive an email confirmation of their recertification.
 - Agency administrators can confirm staff recertification completion online through AMP.
 - Assisters can use the “My Certification Lookup” tool to check their certification status. There is a link on the Assister Central homepage.

Recertification

Have you completed recertification? All MNsure certified assisters must complete recertification before 2024 open enrollment. Check the status of your recertification with the [My Certification Lookup](#) tool.

Assister Assemblies

- Assister Assemblies begin next week! We strongly encourage you to attend one of the following in-person opportunities:
 - Duluth, Tuesday, September 12, 9 – 11:30 a.m. (**registration closes today**)
 - Twin Cities: Tuesday, September 19, 9:30 a.m. – Noon
 - Mankato: Wednesday, September 20, 9 – 11:30 a.m.
 - Alexandria: Tuesday, September 26, 1 – 3:30 p.m.
 - Online opportunities announced soon!
- We will cover the QHP renewal process, 2024 health insurance landscape, new policies in place for next year, and other critical open enrollment information.
- 2024 printed outreach materials will be available!
- Registration information is on the homepage of Assister Central.

Health Insurance Company Webinars

- Hear directly from the health and dental carriers offering plans through MNsure in 2023:
 - Delta Dental: Wednesday, September 13, 10 – 11 a.m.
 - UCare: Wednesday, September 27, 10 – 11 a.m.
 - HealthPartners: Wednesday, September 27, 12 – 1 p.m.
 - Blue Cross Blue Shield: September 28, 1 – 2 p.m.
 - Quartz: Thursday, September 28, 3 – 4 p.m.
 - Guardian: Monday, October 2, 3 – 4 p.m.
 - Medica: Tuesday, October 3, 10 – 11 a.m.
 - Dentegra: Tuesday, October 2, 12 – 1 p.m.
- Links to attend the webinars are Navigator One Stop under “Meetings and Webinars.” No pre-registration required.



Thank You for Attending!

Please submit any questions via chat.

