

# MinnesotaCare Renewals Training for Certified Application Counselors and Navigators

DHS | Health Care Eligibility and Operations

This training will cover the renewals process for the MinnesotaCare population that is determined in the METS system.

- Common Acronyms
- Review the MinnesotaCare Renewal Timeline
- Understand the Auto Renewal (AR) and Need to Renew (NTR) Process
- Review Eligibility Notice
- Need to Know Renewal Information
- Resources
- Questions

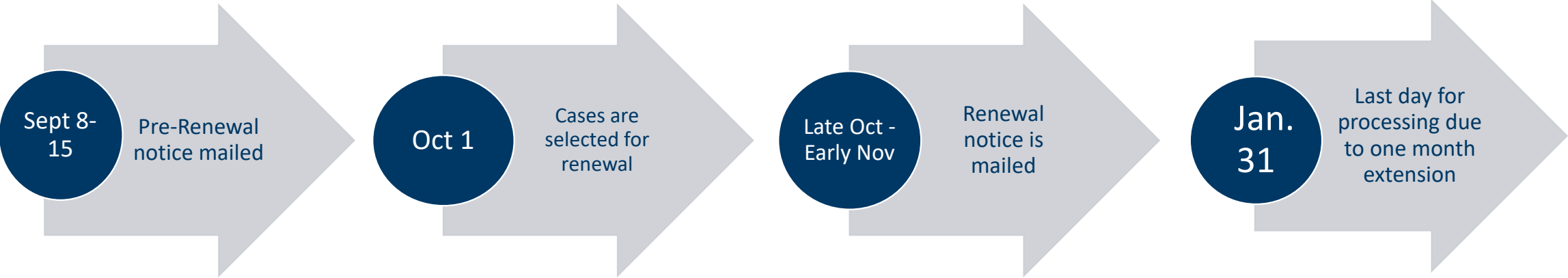
- **METS:** Minnesota Eligibility Technology System
- **MA:** Medical Assistance (Medicaid)
- **MCRE:** MinnesotaCare
- **IA:** Insurance Assistance
- **UQHP:** Unassisted Qualified Health Plan
- **FTI:** Federal Tax Information
- **PAI:** Projected Annual Income
- **HCCS:** Health Care Consumer Support

# MinnesotaCare and January MA Renewal Timeline



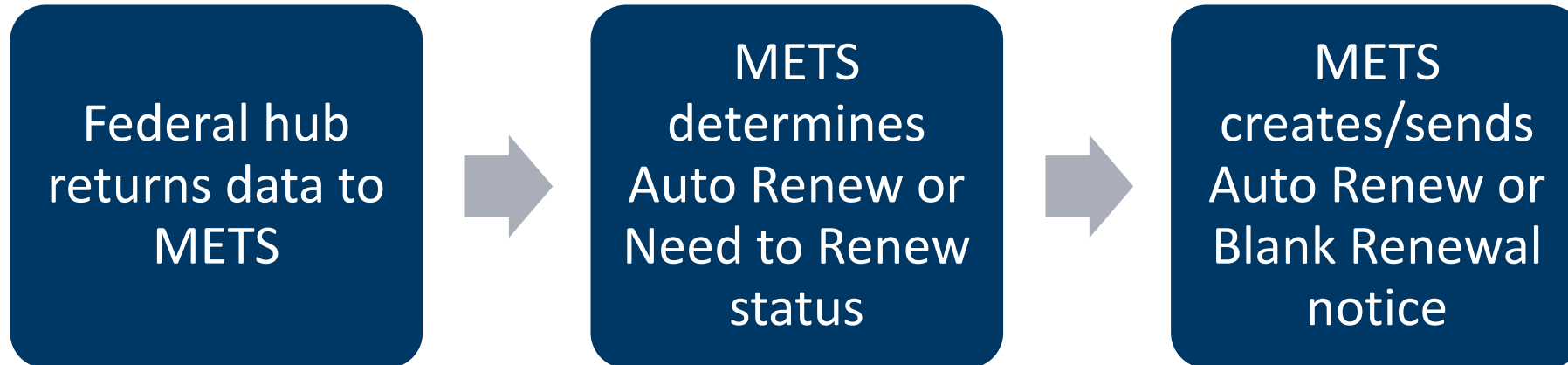
- Renewals were mailed for MinnesotaCare and the January MA renewal cohort in October and early November 2023
- Renewals are due by the date listed on the renewal notice
- Agencies will begin processing renewals as soon as they are received
- Counties and DHS are working to manually auto renew cases who had enrollees who should have been individually renewed

## MinnesotaCare 2023 Renewal timeline



# METS MA and MinnesotaCare Renewal Selection Process – What Happens?

- Once a case is selected for renewal, case information is sent to the federal hub.
  - Case information is sent to Social Security Admin (SSA), Equifax & Medicare
  - Cases with Federal Tax Information (FTI) consent (1-5 years to renew coverage) go to the Internal Revenue Service (IRS)



# Auto Renewal (AR) Process

11/14/2023

# Sample AR Notice

- Auto Renewal (AR) Notices are sent if METS is able to systematically renew coverage.
- This notice is a pre-populated form and will show the action of Auto Renewed on the first pages of the form.
- The Auto Renew Notice will be available to view via the enrollee's online MNsure account.

Service Agency Name  
Service Agency Address Line 1  
Service Agency Address Line 2  
City, State Zip Code

**m**  
DEPARTMENT OF  
HUMAN SERVICES

Primary Client Name  
Client Address Line 1  
Client Address Line 2  
City, State Zip Code

Date & Time Printed  
Case Number: XXXXXXXXX

**Health Care Renewal Notice**

You are getting this notice because it is time to renew coverage for members of your household. This notice tells you the status of your renewal. This notice is for the people listed below.

Health Care Results

[Client Name]- MNsure ID Number: XXXXXXXXX

Effective Date	Action	Coverage Type
[First day of new certification period]	Auto Renewed	[Coverage Type]

[Client Name]'s coverage has been automatically renewed. [Client Name] qualifies for [Coverage Type] starting [First day of new certification period]. Please review the information summary included with this notice. We used this information to renew [Client Name]'s coverage. (Code of Federal Regulations, title 42, sections 435.916(a) and 600.340(e); Minnesota Statutes, sections 256B.056, subdivision 7a, and 256L.05, subdivision 3a)



## Actions to take with AR Notice

- Review the ENTIRE notice for accuracy.
  - If all information on the form is correct, no action is required.
  - If any of the information is inaccurate, enrollees must report any corrections or changes and return the form to the address listed on the first page of the notice.
    - Incorrect information should be crossed out and new information should be written in.

# Need to Renew (NTR) Process

11/14/2023

10

# Need to Renew Training

Case number: 12345678

Your county or tribal servicing agency:  
Hennepin County - HHS  
PO Box 107  
Minneapolis, MN 55440

Minnesota logo

Barcode placeholder

KERMIT T. FROG  
14 ASHWOOD AVENUE #4  
MINNEAPOLIS MN 55401

Due date / Fecha de vencimiento / Taariikhda la filayo/ Hnub tim: **December 5, 2022**

**It is time to renew your healthcare coverage**

Es hora de renovar su cobertura de salud  
Waa markii aad cusboonaysiin lahayd caymiskaaga daryeelka caafimaadka  
Nws yog lub sijhawm los txuas ntxiv koj qhov kev kho mob

.....

**Household members who need their eligibility renewed:**

Member Name	MNsure ID number	Health Care Program Type
Kermit T. Frog	8829362173	MinnesotaCare
Annie Sue Pig	8842394834	Medical Assistance
Fozzie Bear	8812372346	Medical Assistance

.....

**Here's what you need to do:**

1. **Answer the questions** on the included renewal form.
2. **Sign and date** the form.
3. **Mail, fax, or drop off your completed form by December 5, 2022** to your county or tribal servicing agency found above on the top left of this page.

Instructions page 1 of 2

- Need to renew cover letter and form is the same for MA and MinnesotaCare
- Previous training slides can be viewed at:<https://porticohealthnet.org/training/portico-training-institute/>

When a case cannot be auto-renewed, the household will be required to complete a Need to Renew (NTR) Notice.

- The Minnesota Health Care Program for Renewal for Families, Children and Adults, DHS-8262 is being used during the first 12 months following the end of the Public Health Emergency.
- The DHS-8262 form is used for MA and MinnesotaCare to gather the most up to date information on all household members who are up for renewal.
- Depending on the situation, a household may be required to complete more than one renewal each year.

## Actions to take with the Need to Renew form

- Enrollees should complete the renewal with the most up to date and accurate information possible
- Even if the enrollee says they have already reported this information to their servicing agency, they should still report it on the renewal form
- If there is not enough room to report ALL information on the renewal form itself, enrollees can make a copy of the page(s) or provide a separate written statement including the question number and answer to the question(s)


- The Need to Renew cover letter and form, DHS-8262, should be submitted to the agency listed by the due date on the cover letter.
- Who processes the different renewals:
  - Counties process MA only renewal
  - DHS Health Care Consumer Support (HCCS) processes:
    - MinnesotaCare only renewals
    - Renewals for households with both MA and MinnesotaCare eligibility
    - Modified Need to Renew (MNTRs)

## Renewal Important Information, Cont.

- If a case is closed before the enrollee submits their renewal, they can still submit their renewal within the 4-month reconsideration period.
- DO NOT proactively complete renewals before a case has gone through the renewal selection process.
- If the enrollee is unsure when their renewal is due, they can look up when their renewal is due at [mn.gov/dhs/renewmycoverage](https://mn.gov/dhs/renewmycoverage).
- The enrollee can check their online account, if they have one, to see if their case has gone through renewal and if the renewal form is available.

# Renewal Eligibility Notice



Service Agency Name Return Address 1 Return Address 2 (if applicable) Return City, State, Zip		
Current Date & Time Case Number: XXXXXXXX	Primary Client Name Primary Client Address 1 Primary Client Address 2 (if applicable) Primary Client City, State, Zip	
<b>Health Care Notice</b>		
<p>You are getting this notice because we reviewed your case for your annual renewal. We redetermined health care program eligibility for one or more people in your household. This notice tells you the eligibility results for each person who requested coverage.</p>		
<b>Health Care Results</b>		
Client Name - MNsure ID Number: XXXXXXXXXXX		
<b>Effective date</b>	<b>Action</b>	<b>Program</b>

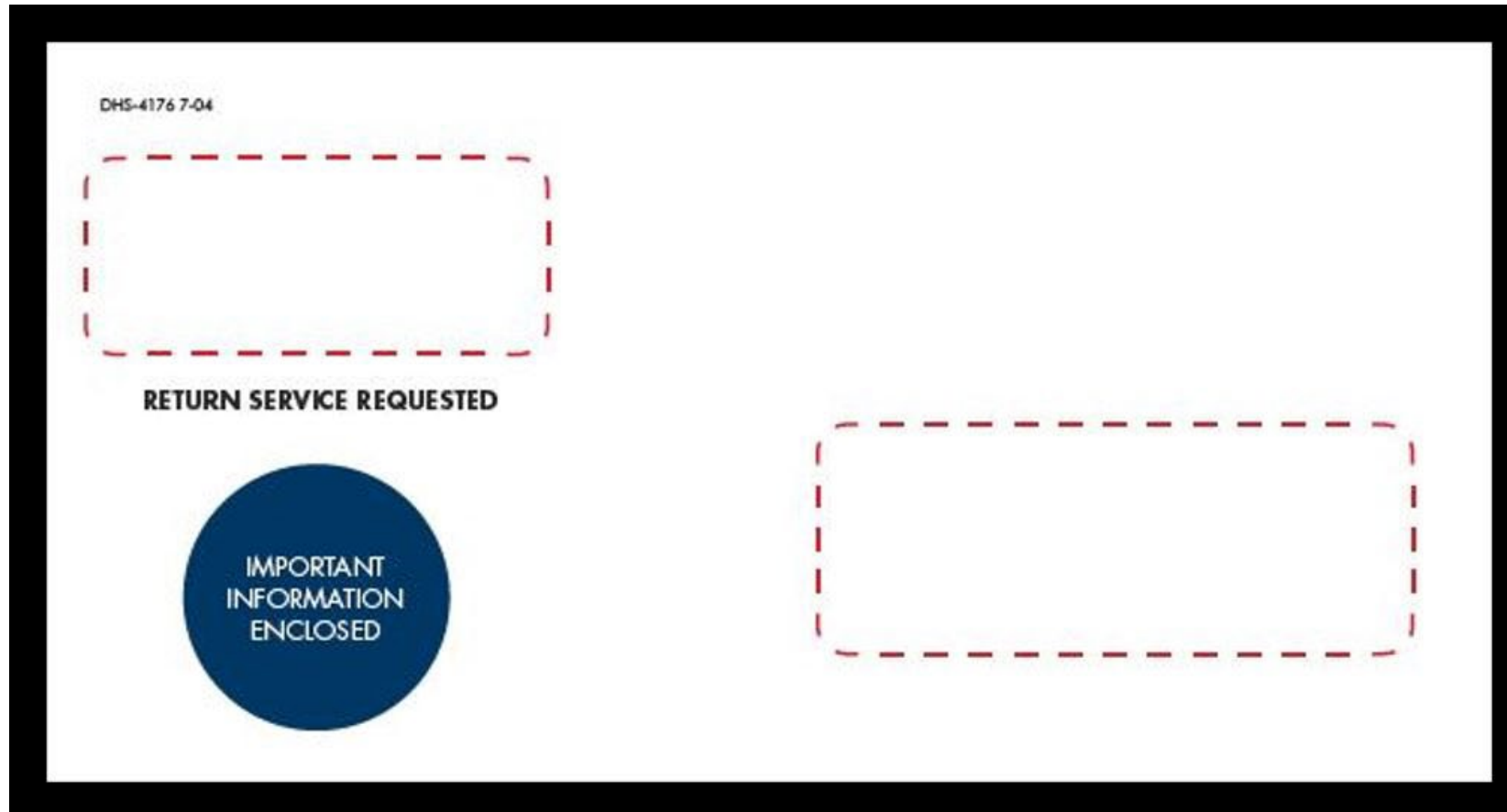
- The Renewal Eligibility Notice is generated from the METS system once a renewal has been completed
- The notice includes the enrollee's name, MNsure ID number, and eligibility information

# Need to Know Renewal Information

11/14/2023

18

# Message on Renewal Envelope



## Electronic Signatures

- Must comply with Electronic Signatures in Global and National Commerce Act (ESIGN) AND submitted with a certificate of completion, audit record, or similar audit trail

OR

- Signature must show signor's intent to sign and be attached to the renewal form

AND

- Signature must identify the person who is signing

AND

- Signature must be received in a form that is tamper-proof and cannot be modified

Note: A signature is not required for the Auto Renew notice

# Valid Electronic Signature Examples

Valid electronic signatures include:

- An image of a legible handwritten signature transmitted electronically via fax, email, or text message that is dated and includes an acceptable statement of intent
- A signature captured by a software product that complies with E-SIGN and submitted with a completion certificate

Note: If a valid electronic signature cannot be obtained, DHS and counties can take the renewal and signature over the phone

# Submitting Renewal Paperwork

Renewal paperwork, including any proofs, can be submitted the following ways:

- Mail
- Fax
- Drop off at local servicing agency
- Renewal document upload tool for counties
- Health Care Consumer Support (HCCS) Document Portal for Partners and Providers

Note: The Blank Renewal form will have an Attachment B: Agency Addresses contact information with the agency phone number(s), fax number, and physical/mailing address

# Submitting Renewal Information Online

## Minnesota Health Care Programs Renewal for Families, Children and Adults

### Blank HC Renewal Form 1st Page

#### Why did I receive this renewal form?

During the COVID-19 emergency, we kept your health care coverage open without requiring a renewal. Due to a new federal law, we must resume renewals. You must complete this form to renew your health care coverage.

#### What do I need to do with this form?

- Review and complete each section of the form that applies to you.
- Read the Notice of Privacy Practices and Notice of Rights and Responsibilities enclosed with this form. Do not return these pages. Keep them for your records.
- Sign and date the form.
- Attach proofs. **Send copies of proofs. Do not send original documents.**
- Mail, fax (be sure to fax front and back pages), or take the form and proofs to your servicing agency as soon as you have completed the form. Visit <https://mn.gov/dhs/renewmycoverage> to find out about other ways you can submit your renewal.
- If you are enrolled in a health plan, your health plan can help you submit your renewal form.

# How long does an enrollee have to complete the renewal?

- After receiving their renewal notice, enrollees should complete and return their renewal as soon as possible.
- Eligibility ends for enrollees who are not able to return the need-to-renew form or requested proofs by January 31. Enrollees can still return their renewal during the 4-month reconsideration period to have eligibility redetermined.



# 4-Month Reconsideration Period

## Case Example

Renewal month is January 2024 and the certification period ends 01/31/2024. 4 months from 01/31/2024 is 5/31/2024.

## Agency Actions

Processing agencies can process a late renewal as long as the renewal form is received and complete, and all verifications are received within the 4-month reconsideration period. Late renewals are treated as new applications for both MA and MinnesotaCare.

## What happens after the 4-month reconsideration period?

- If the enrollee submitted their renewal form, they should contact the processing agency.
- If the enrollee did not submit their renewal form, they should submit the renewal form if they still have it, or they can complete a paper application or re-apply online. Eligibility remains closed until a new application or the renewal form is submitted.

# MinnesotaCare Unwinding Refresher

- MinnesotaCare enrollees whose cases include one or more household members in the MA Protected Coverage group during the unwinding will continue to have COVID-19 continuous coverage policies in place.
  - No adverse actions taken on MCRE enrollees until MA renewal has been completed, the MCRE renewals that are received are being processed without making adverse changes.
  - MCRE coverage must be restored if closed improperly
- Effective April 1, 2023, MinnesotaCare cases who do not include households with MA Protected Coverage will no longer have continuous coverage policies in place.

# MinnesotaCare premiums

- DHS issued a bulletin with guidance on how MinnesotaCare premiums will be handled throughout the unwinding period.
  - [Bulletin #23-21-12](#) DHS Cancels Unpaid MinnesotaCare Premiums and Temporarily Waives Premiums for all Enrollees

## Main Takeaways

- DHS has forgiven all unpaid MinnesotaCare premiums for all coverage received during the Public Health Emergency (PHE).
- Workers will be able to see a case note in METS that will indicate if the person/household has had premiums forgiven.
- DHS will be waiving premium payment starting May 2023 through June 2024. All MinnesotaCare Premiums will be \$0

# Resources

- County and Tribal Agency Contact Information: [DHS-5207](#)
- Health Care Consumer Support (HCCS):
  - Phone: 651-297-3862/800-657-3672
  - Fax: 651-431-7598
  - Fax: 651-431-7621
  - Mailing: DHS Health Care Consumer Support, P.O. Box 64252, St. Paul, MN 55164-0252

# Public Facing Resources/Information

- [Renew my coverage / Minnesota Department of Human Services](#)
- [Public Facing Renewal Information Video](#)
- [Appeals / Minnesota Department of Human Services](#)

# Goals as an Assister

- Assist the enrollee with completing renewals
- Ensure renewals are sent to the correct processing agency
- Ensure renewals are completed and returned as quickly as possible
- Ensure the renewal is fully completed and that the most accurate and up to date information is provided on the renewal form
- Remind enrollees the importance of reporting changes. Most importantly changes in their mailing address and phone number(s)
- Utilize the public facing “Renew my Coverage” website for yourself as well as encouraging enrollees to do the same





# Thank You!

DHS | HCEO