



# Broker Statewide Webinar

October 12, 2023, 12:00 p.m.

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

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



# Recertification Deadline is TODAY!

- 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 Broker Service Line
  - You will be removed from the online Assister Directory
  - Your access to the assister portal account will be suspended
- Suspended brokers and support staff will be able to reactivate their certification after the date of their suspension by completing all outstanding recertification requirements.

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

# Reporting Projected Annual Income

- If consumer is reporting a change to their current income (meaning current income change is occurring within seven days or occurred in the past), they should report:
  - Starting October 1, report both 2023 PAI and 2024 PAI (list 2024 PAI in the comments)
  - Beginning December 1, only report 2024 PAI.
- 2024 PAI-only changes cannot be processed at this time. It is not possible to get an early 2024 eligibility determination for an income change that has not yet occurred.
- If consumer will have a change to current income that takes effect in 2024, they should report:
  - The income change and 2024 PAI within **seven days** of the income change taking effect (earliest would be last week of December)

# Open Enrollment Calendar: October

- Early-mid October – Eligibility and enrollment notices mailed
  - Modified need to renew notices (MNTR) have been mailed
  - Pre-populated autorenewal notices (PARN) mailed this week
  - Carriers are mailing enrollment notices
  - MNsure enrollment notices are available in the consumer’s “My Inbox” in the enrollment platform. This is a good resource to check 2024 plan and APTC information prior to November 1.
- October 12: Plan comparison updates are now live
  - 2024 plan options available in anonymous plan comparison tool
  - Ability to narrow plan search by medical facilities and dental providers (see later slides)
- October 13: New Assister Directory remote vs in-person assistance search feature goes live for public searches

# Open Enrollment Deadlines

- Wednesday, November 1: 2024 Open Enrollment begins
  - Consumer enrollment and tax credit information for 2024 will be available on the enrollment dashboard.
- Friday, December 15: Last day to select a plan for January 1 coverage
- Sunday, December 31: Last day for January 1 coverage for consumers qualifying for a special enrollment period (SEP)
- Monday, January 15, 2024: Last day of open enrollment
- After January 15: Only the following are eligible to enroll:
  - Consumers who qualify for a SEP
  - Consumers eligible for Medical Assistance or MinnesotaCare
  - American Indians who belong to a federally recognized tribe

# Enhanced Plan Comparison Tool

- **New:** Plan comparison tool provider type search expanded to three options, adding medical facilities and dental providers

### Tell Us About Your Health Care Needs

(Optional) Please answer the questions below: (1/5) [Skip to View Plans](#)

Search for a **Medical Provider** that you would like to keep in your plan (Select up to 5)

Search by doctor name within 100 miles radius of 55101

Health plans' lists of providers can change daily. Check with the health insurance company about whether your doctor is covered by their network. If you're having trouble locating your doctor, check the [health plan's provider directory](#) for more information.

Important: This information is an estimate. Please check with your insurance company before receiving services for a full understanding of costs and provider networks. The provider address displayed may or may not reflect where you receive service or reflect all of the doctor's office locations. If you do not have a doctor, please contact your insurance company to locate in-network providers available in your area.

[← Back](#) [Reset All My Responses](#) [Next →](#)

Drop down has the following options:

Search for a **Medical Provider** that you would like

Search by d  **Medical Provider**  
 Dental Provider  
 Medical Facility

withi

# Provider Search Feature

- Provider type examples from each category displayed below:

## Tell Us About Your Health Care Needs

(Optional) Please answer the questions below: (1/5) [Skip to View Plans](#)

Search for a **Medical Facility** that you would like to keep in your plan (Select up to 5)

Search by facility name  within 100 miles radius  of

<b>MEDICAL PROVIDER</b> <span>X</span> <b>Colleen Raymond</b> Registered Nurse 612-871-7443 2430 Nicollet Ave Minneapolis, MN 55404	<b>DENTAL PROVIDER</b> <span>X</span> <b>Sara Graff</b> Dental Hygienist 320-532-4779 Migizi Rd Onamia, MN 56359	<b>MEDICAL FACILITY</b> <span>X</span> <b>Allina Health System</b> Substance Use Disorder Rehabilitation Hospital Unit 763-689-7700 701 Dellwood St S Cambridge, MN 55008
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Health plans' lists of providers can change daily. Check with the health insurance company about whether your doctor is covered by their network. If you're having trouble locating your doctor, check the [health plan's provider directory](#) for more information.

Important: This information is an estimate. Please check with your insurance company before receiving services from a full



# Additional Disclaimers Added

- MNSure is adding more language, as well as new logic to require a consumer to attest to appropriate use of the provider look-up functionality, prior to displaying results. Language added to the below pages:
  - Provider search: Attestation required & logic changes
  - Plan Compare & Plan Details page: language added
  - Plan Shopping Cart page: language added
  - E-signature page: language added



**Important:**

This information is an estimate. Insurance companies' lists of covered providers can change daily. Check with the insurance company about whether your provider is in-network. If you're having trouble locating your provider, check the insurance company's provider directory for more information.

In addition, the provider address displayed may or may not reflect where you receive services at all the provider's locations. If you do not have a provider, please contact your insurance company to locate in-network providers available in your area. Please check with your insurance company for receiving services for a full understanding of costs and provider networks.

I understand and acknowledge the above information.

Health plans' lists of providers can change daily. Check with the health insurance company about whether your doctor is covered by their network. If you're having trouble locating your doctor, check the [health plan's provider directory](#) for more information.

**Important Disclaimers:** Although we make every effort to make this drug preferences list as accurate as possible, health plans may occasionally change the prescriptions drugs they cover. In addition, some drugs that do not appear in the prescription drug list may be covered as medical benefits under a health plan and therefore may not display in this list. A health insurance company can change its list of covered drugs at any time. Inclusion in the drug list does not imply coverage, as certain drugs may require prior authorization, step therapy or quantity limits. To confirm that a particular drug is covered by a particular plan, call the insurance company or go to their website. [Check the MNSure website](#) for contact information and a link to the covered drug lists.

# Public Program Unwinding

- Resources and information are available from DHS on the Renew My Coverage website: [mn.gov/dhs/renewmycoverage/](https://mn.gov/dhs/renewmycoverage/)
- MNsure is offering a special SEP for anyone losing MA or MinnesotaCare coverage that was enrolled under the continuous coverage rules.
  - Includes a 90-day SEP window before/after last day of coverage
  - Coverage starts first day of the month following the date they select a plan. During first 60 days, they have option of retro-effective date back to the first of the month after loss of coverage.
  - Streamlined process for qualifying through the SEP online.
- **NEW:** Additional time SEP for consumers whose 90-day window has expired. Consumer has until the **last day of the fourth month** after their last day of public program coverage to select a QHP. This SEP requires a call and can not be completed online.



# Thank You for Attending!

*Please submit any questions via chat.*

