



Navigator/CAC Statewide Webinar

October 4, 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.



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.

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"/> (01) MNsure Assister Data Security, Accessibility, Compliance and Ethics 23-24 The courses and associated assessment in this curriculum are MANDATORY for ALL MNsure Assisters	Yes	complete / all current
<input type="checkbox"/> MNS24ADP MNSURE ASSISTER DATA PRIVACY AND SECURITY	Yes	Finished
<input type="checkbox"/> MNS24ACE MNSURE ASSISTERS ACCESSIBILITY, COMPLIANCE AND ETHICS	Yes	Finished
<input type="checkbox"/> 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.

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)

OE Calendar: October and November



- Early-mid October – Eligibility and carrier notices mailed.
- October 12: Anonymous plan comparison tool goes live.
 - Consumers can start researching 2024 plan options through the anonymous plan comparison tool.
- Wednesday, November 1: 2024 Open Enrollment begins.
 - If a consumer is currently enrolled, they will be “passively” renewed into a same or similar plan for 2024. Renewing consumers can shop online with updated eligibility.
 - New QHP consumers can begin applying for coverage.
 - Remember: QHP-eligible consumers may qualify for a special enrollment period for 2023 coverage during open enrollment to have coverage start before January 1.

Open Enrollment Deadlines

- Friday, December 15: Last day to select a plan for January 1 coverage.
 - Consumers can continue to shop and enroll after December 15, but coverage will begin February 1, 2024 unless they qualify for a special enrollment period (SEP) or are eligible for a public program.
- Sunday, December 31: Last day for January 1 coverage for consumers qualifying for a 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

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) -



Thank You for Attending!

Please submit any questions via chat.

