



# Broker Statewide Webinar

**March 14, 2024, 12:00 p.m.**

The webinar is not being recorded, but this PowerPoint will be available on Assister Central

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



# Assister 2024 OE Experience Survey

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- Thank you for everyone who took the time to complete our 2024 annual survey!
- We had over 500 responses, over half of which were from brokers
- We will be analyzing the results over the next month and sharing the data with our assisters, and partners.

# Update Roster Information in BAMP

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- Reminder: check to make sure information in BAMP (Broker Agency Management Program) is accurate and up-to-date
  - Agency roster: Change assisters who are no longer active to inactive
  - Individual staff: Contact information, especially email addresses, must be correct
  - Directory information: Are the languages spoken and counties served up to date?
- Information on how to update agency information in BAMP can be found in the [Registration](#) section of Broker One Stop

# Special enrollment period (SEP)

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- Now that open enrollment is over, a consumer must experience a qualifying life event to be eligible to enroll in a qualified health plan.
- Consumers eligible for a public program can enroll at any time.
- Remind consumers to report all changes to their application as it could change the consumer's eligibility for financial assistance.
- To determine whether a consumer's situation qualifies for a SEP, a full application must be completed, or a change reported and processed.

# SEP Resources

- Assister Central has resources available under Helping Consumers: Special Enrollment Period (SEP)

The screenshot shows the MNSure Assister Central website. The header includes the MNSure logo, the text "MNSure Assister Central", a search bar, and a "Quick Links" button. The navigation menu contains: Announcements, Assister Portal, Broker One Stop, Navigator One Stop, Helping Consumers, and Shared Resources. The breadcrumb trail is: Home > Helping Consumers > Special Enrollment Period (SEP). On the left is a "Helping Consumers" sidebar menu with items: Getting Started, Screening Consumers, Creating Accounts, Apply for Coverage, Shop and Enroll, Renewals, Report Application Changes, Special Enrollment Period (SEP) (highlighted), Special Populations, Tax Information, and Verifications. The main content area is titled "Special Enrollment Period (SEP)" and contains the text: "Assister resources to help consumers apply for SEP." Below this is the section "SEP for New Consumers" with a paragraph: "MNSure.org has [examples of qualifying life events](#) that allow new consumers to enroll outside of open enrollment and instructions for consumers on how to [apply for a special enrollment period](#)." This is followed by a numbered list of 5 steps. To the right is a "Resource Links" box containing: [How to Apply for SEP](#), [Loss of Coverage SEP Flyers](#), [Qualifying life events \(including deadlines\)](#), [SEP and COBRA](#), and [SEP Verifications](#). At the bottom of the main content area is the section "SEP for Current Consumers".

## Special Enrollment Period (SEP)

Assister resources to help consumers apply for SEP.

### SEP for New Consumers

MNSure.org has [examples of qualifying life events](#) that allow new consumers to enroll outside of open enrollment and instructions for consumers on how to [apply for a special enrollment period](#).

1. A new consumer will need to create an account/complete an application to determine if they qualify for a qualified health plan (QHP) with or without financial assistance **AND** if they qualify to shop and enrollment in health care plans through MNSure outside of the open enrollment period.
2. If a consumer receives eligibility for a QHP, select the Enroll in Plans button from the eligibility results screen to launch the shopping and enrollment platform.
3. Select the Confirm Event button on the consumer's dashboard in the shopping and enrollment platform.
4. Select the qualifying life event and enter the date the qualifying life event occurred.
5. If the event can be confirmed, instructions will be provided from the shopping and enrollment platform to submit SEP verification documentation either by mail or the upload tool. Additional information about [verifications](#).

### SEP for Current Consumers

# Language Line

- All certified assisters have access to free interpreter services through Language Line Solutions to aid you in helping consumers with limited English language proficiency:
  - Call 800-367-9559 and enter the six-digit client ID (Minnesota State Offices): 509052
  - Press 1 for Spanish or 2 for all other languages (speak the name of the language at the prompt). If you do not know what language the caller speaks, press 0 for an expert in language identification.
  - Enter the six-digit access code for MNsure: 358459
  - Add the non-English speaker to the line.
- This service should only be used when performing the work of a MNsure-certified assister.
- More information is available through our [Limited English Proficiency Policy](#).

# Tax time and 1095-As

- MNSure has mailed 1095-A forms to consumers who enrolled in a qualified health plan through MNSure for any part of 2023.
  - In addition to the notifications section in their METS account, 1095-As are available in the “My Inbox” section of a consumer’s enrollment dashboard.
  - Assisters should not view or print a consumer’s 1095-A form.
- Additional questions?
  - Assisters should visit [Helping Consumers: Tax Information](#) on Assister Central for information on how to assist consumers
  - For additional information and resources, visit [the IRS Form 1095-A section](#) on MNSure.org.
- Reminder: MNSure and certified assisters are prohibited from providing tax advice.



# Thank You for Attending!

*Please submit any questions via chat.*

