



Navigator/CAC Statewide Webinar

December 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.



2024 Open Enrollment

- Open enrollment ends on January 15, 2024:
 - Consumers must apply/enroll by **December 15** for January 1 coverage
 - Consumers enrolling from December 16 to January 15 will have a February 1 start date
- Some consumers may still qualify for January 1 coverage after December 15:
 - Those eligible for Medical Assistance or MinnesotaCare
 - Those who qualify for certain special enrollment periods
 - Members of a federally recognized American Indian tribe

Open Enrollment Hours

- Saturday hours this weekend:
 - Contact Center and ARC are open from 9 a.m. to 1 p.m.
- Extended ARC hours next week:
 - Wednesday, December 13 – 8 a.m. – 6 p.m.
 - Thursday, December 14 – 8 a.m. – 7 p.m.
 - Friday, December 15 – 8 a.m. – 7 p.m.
- Low call volume opportunities! Between 8 and 8:30 a.m. or on Saturday
- MNsure will be closed on the following upcoming state/federal holidays:
 - December 25, January 1, January 15

Continuous Coverage Unwinding

Coverage Transition Dashboard

As of 11/27/2023

Cumulative Total Eligible for Qualified Health Plan (QHP)	19,578	100%
Cumulative Total Qualifying Life Events (QLE) Reported	6,772	35%
QHP Selections	4,258	22%

Continuous Coverage Unwinding (continued)

Unwinding QHP Snapshot

As of 11/27/2023

Self-reported access to affordable employer sponsored insurance (ESI)	6,135 (31% of total QHP-eligible)
Retroactive plan selections	535
Unwinding QHP consumers receiving APTC	80%
Consumers w/plan selection under 250% FPL	1,552 (36%)

Reporting Life Events

- MNsure may be able to close an application in lieu of reporting a life event if certain criteria are met:
 - All members of the household must only have QHP eligibility
 - No members of the household have a 2023 or 2024 enrollment
 - These changes must still be reported and processed: birth of a child, federal tax information updates, date of death correction.
- If you are working with a consumer that needs to report an LEC or has already reported an LEC that may qualify, call the ARC to have the case reviewed for closure.
- Reminder: If a consumer is reporting a change to their current income (meaning current income change is occurring within seven days or occurred in the past), they only need to report the 2024 projected annual income at this time.

Important Renewal Resources

- “Renewals” section on Assister Central under “Helping Consumers”

The screenshot displays the Assister Central website interface. At the top, a navigation bar includes 'Announcements', 'Assister Portal', 'Broker One Stop', 'Navigator One Stop', 'Helping Consumers', and 'Shared Resources'. The 'Helping Consumers' menu is open, showing options like 'Getting Started', 'Screening Consumers', 'Account Requests', 'Apply for Coverage', 'Shop and Enroll', 'Renewals', 'Report Application Changes', 'Special Enrollment Period (SEP)', 'Special Populations', 'Tax Information', and 'Verifications'. The 'Renewals' section is highlighted in the left sidebar and the main content area. The main content area is divided into two columns: 'Public Program Renewals' and 'Enrollment Renewals'. The 'Public Program Renewals' section includes a sub-section for 'Health Care Consumer Support Document Portal for Partners and Providers' with a list of links. The 'Enrollment Renewals' section includes a sub-section for 'Renewal Scenarios' with a list of links.

Home > Helping Consumers > Renewals

Renewals

Public Program Renewals

Resources to help assisters who are supporting consumers through the public program renewal process

Health Care Consumer Support Document Portal for Partners and Providers

Assisters can use the [HCCS Document Portal for Partners and Providers](#) to electronically submit presumptive eligibility forms, health care applications, and other documents to HCCS.

Refer to the following links to the portal and resources for user instructions:

- [HCCS Document Portal for Partners and Providers](#)
- [HCCS Document Portal for Partners and Providers User Guide \(DHS-8510\)\(PDF\)](#): Includes step-by-step user instructions and details on what documents can be submitted
- [HCCS Document Portal: FAQ for Partners and Providers](#) webpage: Includes common questions about using the portal, acceptable file types, submittal process and other information.
- [Video presentation giving an overview of the HCCS Document Portal for Partners and Providers](#)
- [Walkthrough demonstration](#) (video) on how to navigate the HCCS Document Portal

Enrollment Renewals

When to Renew and When?

Qualified health plans (QHPs): Consumers can renew their coverage during the annual open enrollment period.

Medical Assistance or MinnesotaCare (public programs): Consumers will be notified by DHS about their renewal period and the [steps to take to renew their eligibility](#).

- **Mixed-eligibility households:** QHP eligible members follow the same renewal process as QHP-only households and public program members follow instructions from DHS.

Renewal Scenarios

See the most common [renewal scenarios](#) and steps to take to help these consumers renew their coverage.

Tips for Assisting with Renewals

- Activate your access to the [assister portal](#) so that you can become familiar with it and help enrollees complete the renewal process as efficiently as possible.
- If a consumer has [application changes to report](#), make sure they have the correct supporting documentation.
- Consumers may receive multiple notices and should refer to the most current dated notice if they have more than one.



Thank You for Attending!

Please submit any questions via chat.

