



Navigator/CAC Statewide Webinar

November 1, 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.



Open Enrollment Starts Today!

- New QHP consumers can now begin applying for coverage!
 - If they enroll by December 15, their coverage will begin January 1.
 - If they enroll from December 16 through January 15, their coverage will begin February 1.
- Qualifying life events may result in different coverage start date options:
 - Some special enrollment periods may allow a consumer to have a December 1 start date.
 - Consumers may also have until December 31 to enroll in coverage that begins January 1.
- Consumers with 2024 eligibility have been passively renewed into a plan for 2024.
- If a consumer does NOT have eligibility for 2024, they will receive a coverage termination notice from their carrier. The consumer must take action to update their case to get 2024 eligibility.

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 the consumer has 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).

Shopping Experience

- “Pay Now” is an option that allows the consumer to make their first month’s premium payment (binder payment) at the time of enrollment using a button in the enrollment platform.
- Pay Now button is available after the consumer has enrolled in a plan with a participating carrier.

Monthly Premium: \$1,293.64
Elected APTC: \$373.33
Monthly Premium Due: \$920.31
Premium Effective Date ⓘ: 04/01/2022

Spouse Milinda
Self Joseph
Child Tyler R
Child Rose F

Quartz Health Plan MN Corporation
SELECT SILVER I303-04

Monthly Premium \$1,293.64
Elected APTC -\$373.33

Medical Monthly Payment \$920.31
It is important to pay now to complete your enrollment to begin coverage on 04/01/2022
Please use the "Pay Now" button to submit your first payment.

Monthly Premium Due \$920.31

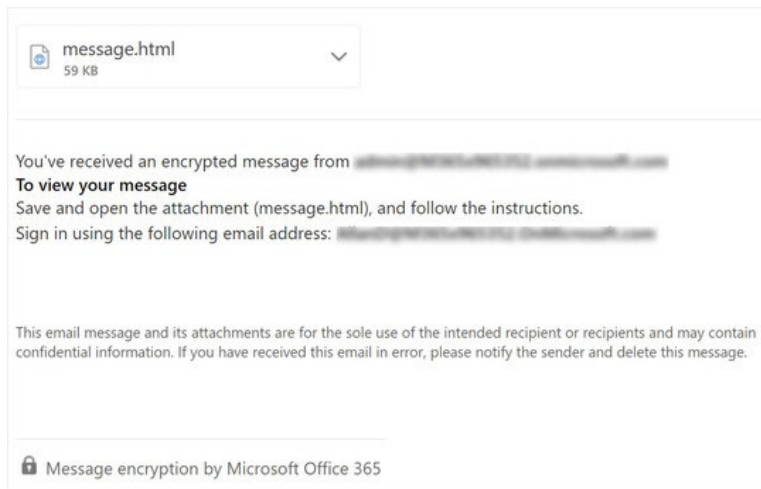
Pay Now Cancel Coverage

- Currently participating carriers are:
 - Medical: HealthPartners, Medica (new!) and Quartz
 - Dental: Delta Dental, Dentegra and Guardian

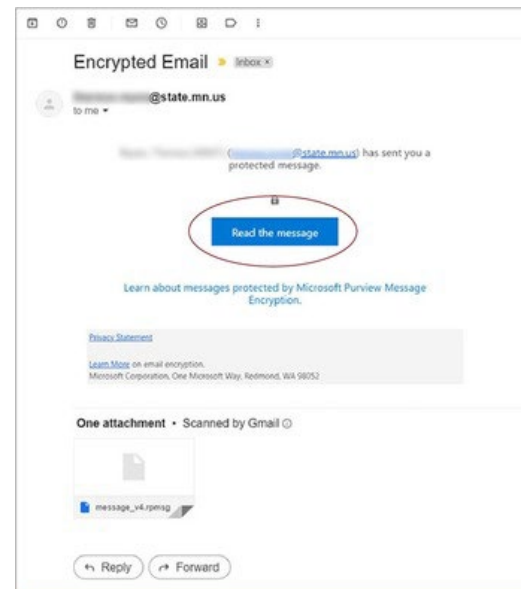
Change to Look of Secure Emails

- Any email containing consumer personally identifiable must be sent securely! Beginning November 3, the secure email envelope you receive from the ARC or other state employee may look different.
- When you click on blue link to “Read the message,” the message will open in a browser window.

Current secure email



NEW look for secure email



Assister Directory Changes

- MNsure has updated the Assister Directory to allow consumers to search for remote or in-person assistance options.
- Agency administrators should update this information in the Agency Management Program (AMP) for all navigators listed on the Assister Directory (options are in the “Public-Facing Information” section).

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@examplenavigator.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) -

Outreach Materials

- Download or order outreach materials including brochures, fact sheets, flyers, posters and more. Most materials are available in multiple languages to help certified assisters reach limited English proficiency (LEP) Minnesotans.
- 2024 Income Guidelines in Hmong, Russian, Somali, Spanish and Vietnamese are available online.
 - Hard copies in English, Spanish, Somali and Hmong can be ordered.
- MNsure brochures and appointment cards in Hmong, Russian, Somali, Spanish and Vietnamese are available online. No change from 2023 version.
 - Hard copies in English, Spanish, Somali and Hmong can be ordered.
- Go to Assister Central's [Outreach Materials](#) page to order materials (orders are mailed out once a week).

2024 ARC Open Enrollment Hours

- Assister Resource Center beginning November 1:
 - Monday, Wednesday, Thursday, Friday, 8 a.m. - 5 p.m.
 - Tuesday, 9 a.m. – 5 p.m.
 - Saturday, December 2 and December 9 from 9 a.m. – 1 p.m.
- Closed for state holidays:
 - November 10, November 23 & 24, December 25, January 1 & 15
- Extended hours for deadlines:
 - December 13 (8 a.m. – 6 p.m.), December 14 (8 a.m. to 7 p.m.) and December 15 (8 a.m. to 7 p.m.)
 - January 10 (8 a.m. – 6 p.m.), January 11 (8 a.m. to 7 p.m.) and January 12 (8 a.m. to 7 p.m.)
 - Contact Center will have longer hours on December 14 & 15 and January 11 & 12. Assisters can call the Contact Center for basic services like password resets.



Thank You for Attending!

Please submit any questions via chat.

