



# Broker Statewide Webinar

December 14, 2023, 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!**



# 2024 Open Enrollment

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- 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

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- Broker Service Line has extended hours for this week's deadline:
  - 8 a.m. to 7 p.m. on Thursday and Friday
  - Contact Center will be open until 8 p.m. on Thursday and 10 p.m. on Friday
- MNsure is closed for the following federal holidays:
  - December 25, January 1, January 15

# Tips from the Broker Service Line (BSL)

- If a consumer wants to change from an “unassisted” application (no tax credits) to an “assisted” application, the case will need to be closed so the consumer can reapply. We will terminate the plan and reinstate it once the new application has been completed. This can be done **AFTER** the December 15 deadline to avoid long call hold times.
- Please double check all application information prior to submitting. Many recent life event requests/application closures have been the result of preventable application errors.
- Anxious to confirm an enrollment? Use the assister portal or the consumer can check using their account to check online. The information on the dashboard is exactly what the BSL team sees!
- If more information is needed from the BSL, use the [case status request](#) form instead of a phone call to check on application status, verifications, AORs, life events, etc.

# Public Program Unwinding Resources

- Not sure what a notice means? A new resource explains all public program renewal notices, when they are sent, who receives them, and what steps a certified assister can take to help the consumer:
  - [Renewal Resource Guide](#) on [Assister Central/Helping Consumers/Renewals](#)
- DHS Health Care Consumer Support (HCCS) has created a portal for certified partners to use to upload documents for:
  - MinnesotaCare renewals
  - Consumers receiving the MNTR (modified need to renew) form. These are consumers who were QHP eligible in 2023, but who may now be public program eligible for 2024 as a result of updated information. These consumers will lose coverage on December 31 if they do not respond to the notice!
  - A link to the upload portal and supporting documentation are on MNsure's [Renewals](#) page under "Public Program Renewals"



# Thank You for Attending!

*To submit questions via chat, click on the “chat” bubble image on the bottom of your screen to access this feature.*

