



# Navigator/CAC Statewide Webinar

January 3, 2024, 12:30 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.**



# Open enrollment ends January 15

- Open enrollment ends on Monday, January 15
- As of December 15, 132,789 Minnesotans had signed up for 2024 QHP coverage – an increase of 11% compared to the same time last year. On average, eligible families will save \$6,750 in 2024!
- MNsure (including the ARC and Contact Center) will be closed on Saturday, January 13, Sunday, January 14, and Monday, January 15.
- The Minnesota Eligibility Technology System (METS) will be available that weekend for consumers to submit an online application and/or complete their enrollment.

# Open Enrollment Hours

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- Schedule meetings with consumers as soon as possible. The ARC will have extended hours next week:
  - Wednesday, January 10: 8 a.m. – 6 p.m.
  - Thursday, January 11, 8: a.m. – 7 p.m.
  - Friday, January 12, 8 a.m. – 7 p.m.
- The MNsure Contact Center will have longer hours on January 11 (until 8 p.m.) and 12 (until 10 p.m.) if a consumer needs assistance after the ARC and BSL are closed.
- If a consumer needs assistance to submit an online application or enroll in a qualified health plan over the holiday weekend, visit [mnsure.org](https://mnsure.org) where additional instructions will be posted after close of business on Friday, January 12.

# Special enrollment periods

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- Consumers may be eligible for a special enrollment period (SEP) during open enrollment
- New consumers (not enrolled for 2024) can self-report a qualifying life event (QLE) through their enrollment portal.
  - After submitting an application, go to plan shopping and under the 2024 tab click on “Confirm Life Event.”
  - Select the life event that has occurred from the drop-down menu and the data it occurred and click “Continue.”
  - Once the event and event date are determined valid, the consumer will either be prompted to “Upload Documents” or “Shop for Plans.”
- Once open enrollment ends on January 15, a special enrollment period (SEP) is required to enroll in or change a qualified health plan (QHP).

# Tax time and 1095-As

- MNsure will be mailing 1095-A forms in January 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, the 1095-A will also be available in the “My Inbox” section of a consumer’s enrollment dashboard. Assisters should not view or print a consumer’s 1095-A form.
  - The second lowest cost silver plan will be populated on the form, so enrollees do not need to look up this data.
  - The form will not include a cover letter. Some instructions are printed on the form itself and MNsure will send out a general email when we begin to issue forms.
- Assisters will see a guide posted on Assister Central later this month with information on how to help consumers with questions on their 1095-A form.
- Reminder: MNsure and certified assisters are prohibited from providing tax advice.



# Thank You for Attending!

*Please submit any questions via chat.*

