



# Broker Statewide Webinar

February 9, 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.**



# Online Manual Account Request Form

- As of February 1, assisters must submit Manual Account Requests using the online form.
  - Improves accuracy of data entered
  - Increases MNsure's efficiency in processing forms
  - Allows assisters to track the status of forms they submit on behalf of a consumer
- Assisters use the same log-in link and credentials that they use to submit life events on behalf of consumers.
- After logging in, it may be necessary to click on "Manage My Account" to get to your online forms dashboard to switch from "Reporting Changes" to the "Account Request Form."
- If you are unable to submit the form online, a paper form can be mailed

# Family Glitch Fix in Online Application

- “Family Glitch” fix will deploy in METS on February 12.

Question removed:  
“Is the employee  
employed full-  
time?”

**Employer Details**

Employer Name \* Walmart ?

Employer Identification Number \* 411234567

Is the employee employed full-time? \* No ?

Is Client the employee? \* No ?

Is the employee a person who expects to claim Client as a tax dependent? \* Yes ?

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**Coverage Details**

Are you in a waiting period? \* No ?

What change will the employer make for the new plan year? \* None ?

Does the employer offer a health plan that meets the minimum value standard? \* Yes ?

Employee Contribution for Self-Only Coverage \* 89 ?

Lowest Cost Plan \* Low Cost ?

Please select how often the amount for self-only coverage has to be paid. \* Monthly ?

Is your access to this coverage ending in the next 2 months? \* No ?

**\*Original\***

# Family Glitch Changes to Application

**Employer Details**

Employer Name \* Walmart ?

Employer Identification Number \* 411234567 ?

Is Charles the employee? \* No ?

Is Charles the spouse or a tax dependent of the employee? \* Yes ?

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**Coverage Details**

Are you in a waiting period? \* No ?

What change will the employer make for the new plan year? \* None ?

Does the employer offer a plan that meets the minimum value standard for Self-Only Coverage? \* Yes ? **\*New\***

How much would the employee pay for Self-Only Coverage? \* 89 ?

Name of the Lowest Cost Plan for Self-Only Coverage. \* Low Cost ?

Does the employer offer a plan that meets the minimum value standard for Family Coverage? \* Yes ?

How much would the employee pay for Family Coverage? \* 500 ?

Name of the Lowest Cost Plan for Family Coverage. \* High Cost ?

How often does the amount for coverage have to be paid? \* Monthly ?

Is your access to this coverage ending in the next 2 months? \* No ?

- Spouse/tax dependent language updated for clarity
- Questions about cost of self-only coverage updated for clarity
- New questions added to collect information on the cost of family coverage

# Ending Continuous Coverage



- Continuous coverage requirements for Medical Assistance (MA) enrollees in place during the pandemic end April 1, 2023.
- Beginning April 1, the policies and procedures that apply to an enrollee will depend on whether the MA enrollee applied before April 1, 2023 and was enrolled as of March 31, 2023.
  - Coverage for enrollees who had MA on March 31, 2023 will remain protected by temporary COVID emergency policies until their first annual MA renewal.
  - Standard eligibility policies apply to coverage for those who applied on or after April 1, 2023 (even if they had retroactive coverage approved for March 2023 or earlier) and those who have had their first annual renewal after resuming renewals.
- The first renewal cohort of MA renewals is expected to be for July 2023. Renewal notices will be mailed in April 2023.

# Changes in Circumstances for MA

- For MA enrollees with coverage in place as of March 31:
  - Workers have been instructed not to process changes in circumstances that close coverage, increase premiums or cost sharing. This will continue until their first renewal date after the end of continuous coverage.
  - Adverse changes that were previously reported during the continuous coverage period (backlog) will not be processed. Beneficial changes were already being processed.
  - When renewals resume, the enrollee's renewal will serve as the "source of truth" for the most up-to-date eligibility information. Enrollees should re-report any changes previously reported.
- For MA enrollees with coverage in place after March 31, normal processing of changes in circumstances applies.

# 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). The main content area is titled "Special Enrollment Period (SEP)" and includes the following sections:

- Helping Consumers** (left sidebar menu): Getting Started, Screening Consumers, Creating Accounts, Apply for Coverage, Shop and Enroll, Renewals, Report Application Changes, **Special Enrollment Period (SEP)**, Special Populations, Tax Information, Verifications.
- Special Enrollment Period (SEP)** (main heading): Assister resources to help consumers apply for SEP.
- SEP for New Consumers** (sub-heading): 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](#).
- Resource Links** (right sidebar):
  - [How to Apply for SEP](#)
  - [Loss of Coverage SEP Flyers](#)
  - [Qualifying life events \(including deadlines\)](#)
  - [SEP and COBRA](#)
  - [SEP Verifications](#)
- SEP for Current Consumers** (sub-heading)



# Tax time and 1095-As

- MNsure has completed mailing 1095-A forms to consumers who enrolled in a qualified health plan through MNsure for any part of 2022.
  - In addition to the notifications section in their METS account, the 1095-A 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?
  - Consumers can access information from a link on the MNsure.org home page.
  - Assisters can access the 1095-A reference guide on Assister Central: Helping Consumers: Tax Information.
- Reminder: MNsure and certified assisters are prohibited from providing tax advice.



# Thank You for Attending!

*Please submit any questions via chat.*

