



April 15, 2013

To: MNSure Interagency Steering Committee

From: Jessica M. Kennedy
Appeals Manager & Legal Counsel
MNSure

Subject: MNSure appeals

It is with great satisfaction that I announce that MNSure will be partnering with the Minnesota Department of Human Services (“DHS”) to provide a simple, unified system for all MNSure eligibility appeals. DHS’ long experience with appeals in the health care arena is a great asset that MNSure can build on going into the future.

MNSure and DHS will also work collaboratively with the Minnesota Office of Administrative Hearings (“OAH”) in developing and implementing the MNSure appeals process to help us assure that consumers receive appropriate and timely review of their appeals. Individuals seeking to appeal MNSure eligibility determinations will be presented a single, MNSure-branded “front door,” which will lead to the existing DHS appeals infrastructure. In partnering with these two experienced and well-respected administrative hearing tribunals and in utilizing the infrastructure of a single entity supported by two other entities, MNSure appeals will maximize innovation with tried-and-true expertise.

All three entities will collaborate in the design, development, and implementation of MNSure appeals operations. MNSure, DHS, and OAH are currently drafting an interagency agreement governing the responsibilities of each agency. I will be available to provide real-time updates and take your questions during the upcoming Interagency Steering Committee meeting on Tuesday, April 16, 2013. Should you have immediate questions or concerns, my contact information follows: Jessica.M.Kennedy@state.mn.us; (612) 279-8955 (video relay).