



Broker Statewide Webinar

August 8, 2024, 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.



Open Enrollment Recertification

- ALL brokers and support staff must complete recertification prior to the start of open enrollment (OE).
- Training requirements for this open enrollment (approximately 1 hour):
 - MNsure Assister Data Security and Privacy
 - MNsure Assister Accessibility, Compliance and Ethics
 - MNsure Assister Code of Conduct and METS Rules of Behavior
 - Achieve a score of at least 80% on the knowledge assessment
- Recertification training is now available in your Learning Path and must be completed by October 17. Brokers and support staff were emailed instructions and a reminder of their Unique Key this week.
- New versions of Core Curriculum, Role-Based training and Assister Portal training are in your Learning Path but are NOT required for recertification.

Open Enrollment Dates

- The 2025 open enrollment period begins Friday, November 1, 2024, and runs through Wednesday, January 15, 2025.
- Coverage deadlines:
 - **Wednesday, December 18, 2024**, for coverage starting January 1, 2025.
 - Plan selections made from December 19 to January 15 will be for coverage starting February 1, 2025.
- Reminder:
 - Enhanced advanced premium tax credits continue through plan year 2025.
 - There is no upper income limit on eligibility for tax credits through 2025.

BSL Open Enrollment Hours

- Broker Service Line (BSL) beginning November 1:
 - Monday – Friday: 8:30 a.m. – 4:30 p.m.
 - Opens 9:30 a.m. on Wednesday, except for last Wednesday of the month and deadline dates)
 - Single shift allows BSL to provide higher quality of service during peak times.
 - Saturday hours: 9 a.m. to 1 p.m. on December 7 and 14, and January 4 and 11.
- Closed for state holidays:
 - November 11, 28 and 29, December 25, January 1
- BSL extended hours for deadlines:
 - December 11, 12, 13, 16, 17, 18, open until 7 p.m. (Contact Center will be until 8 p.m.)
 - Sunday, December 15, 9 a.m. to 1 p.m.

Assister Assemblies

- Save the date for in-person and online events to prep for open enrollment:
 - Twin Cities, Tuesday, September 10, 1 – 3:30 p.m.
 - Duluth, Wednesday, September 11, 10 a.m. – 12:30 p.m.
 - Rochester: Tuesday, September 17, 10 a.m. – 12:30 p.m.
 - Alexandria: Wednesday, September 25, 1 – 3:30 p.m.
 - Online opportunities: Thursday, September 26, 1 p.m. and Tuesday, October 1, 9:30 a.m.
- Agenda will include a renewal process refresher, update on the health insurance landscape (including new standardized plan options), new laws taking effect, and more!
- 2025 printed outreach materials will be available at in-person events.
- Registration link coming soon in the weekly communication!

Federal Tax Information Authorization

- Consumers must provide MNsure with authorization to retrieve federal tax information (FTI) to verify eligibility for advanced premium tax credits (APTC) and cost-sharing reductions (CSR). This authorization is valid for up to 5 years.
- On August 1, MNsure mailed out notices to QHP-eligible households whose FTI authorization is expiring. If a consumer does not update their authorization, they will lose eligibility for APTC and CSR in 2025.
- The notice includes a QR code to provide authorization via a mobile device. Authorization can also be provided online or by completing and mailing a form.
- Brokers who are associated with a household receiving the notice have received an email with instructions on how to help consumers update their FTI authorization. Please complete this ASAP so the consumer will have a smooth renewal experience in September.



Thank You for Attending!

Please submit any questions via chat.

