



# Broker Statewide Webinar

November 14, 2024, 12:00 p.m.

The webinar is not being recorded, but PowerPoint presentations will be available later on Broker One Stop in the “Meetings and Webinars” section.

**During the webinar, please use the “chat” feature to submit questions.**



# Open Enrollment Has Begun!



- New QHP consumers can apply for coverage for 2025. Consumers already enrolled in 2024 can shop for a new plan for next year.
  - If they enroll in a plan by December 18, coverage will begin January 1.
  - If they enroll in a plan from December 19 through January 15, their coverage will begin February 1.
- Qualifying life events may result in different coverage start date options:
  - Some special enrollment periods may allow a consumer to have a December 1 start date.
  - Consumers may also have until December 31 to enroll in coverage that begins January 1.

# MNsure's Assister Community

- Nearly 675 navigators are currently certified to assist MNsure consumers – and 340 certified application counselors!
  - There are navigators based in 56 counties, available to help Minnesotans in all corners of the state.
  - Half of the navigators listed on MNsure's online directory speak a language other than English.
- Every month, several thousand Minnesotans get coverage or keep their coverage with the help of a navigator – more than 90% of the people they help are eligible for Medical Assistance or MinnesotaCare.
- More than a third (38%) of MNsure's consumers work with a broker to enroll in a health plan.
- Over 1,350 brokers are currently certified to assist MNsure consumers this open enrollment.

# Update the Assister Directory

- Remember to check your assister directory listing to make sure everything is current, including languages spoken and whether you offer in-person and/or remote assistance.
- Your agency administrator can update this information in the Broker Agency Management Program (AMP).

Assister Type	<input type="radio"/> Broker <input type="radio"/> Navigator <input checked="" type="radio"/> Both
City	<input type="text" value="Any"/>
Zip Code	<input type="text" value="Any"/>
Include Nearby Zip Codes?	<input type="text" value="No"/>
Certified for Insulin Program Assistance	<input type="checkbox"/> Certified (navigators only)
Spoken Languages	<input type="checkbox"/> English <input type="checkbox"/> American Sign Language <input type="checkbox"/> Amharic <input type="checkbox"/> Arabic <input type="checkbox"/> Burmese
Can Help Remotely (By Phone Or Online)	<input type="checkbox"/> Remote Help
Can Help In Person (In Counties)	<input type="checkbox"/> Aitkin <input type="checkbox"/> Anoka <input type="checkbox"/> Becker <input type="checkbox"/> Beltrami <input type="checkbox"/> Benton
Organization Name	<input type="text" value="Any"/>

# Reporting Projected Annual Income

- If consumer is reporting a change to their current income (meaning current income change is occurring within seven days or occurred in the past), they should report:
  - Currently: Report both 2024 PAI and 2025 PAI (list 2025 PAI in the comments when reporting online)
  - Beginning December 1: Only report 2025 PAI.
- 2025 PAI-only changes cannot be processed at this time.
  - It is not possible to get an early 2025 eligibility determination for an income change that has not yet occurred.
  - If the consumer has a change to current income that takes effect in 2025, they should report: The income change and 2025 PAI within **seven days** of the income change taking effect (do NOT report it before December 19).

# Outreach Materials

- Download or order outreach materials including brochures, fact sheets, flyers, posters and more. Most materials are available in multiple languages to help certified assisters reach limited English proficiency (LEP) Minnesotans.
- 2025 Income Guidelines in Hmong, Russian, Somali, Spanish and Vietnamese are available online.
  - Hard copies in English, Spanish, Somali and Hmong can be ordered.
- MNsure brochures and appointment cards in Hmong, Russian, Somali, Spanish and Vietnamese are available online. No change from previous versions.
  - Hard copies in English, Spanish, Somali and Hmong can be ordered.
- Go to Assister Central's [Outreach Materials](#) page to order materials (orders are usually mailed out once a week).

# Open Enrollment Hours

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- MNsure is closed on November 28 and 29 in observance of the Thanksgiving holiday.
- Broker Service Line will be open on the following Saturdays (from 9 a.m. to 1 p.m.)
  - December 7th and 14th
  - January 4th and 11th
- Be sure to check Broker One Stop under “Contact Us” for full details!



# Thank You for Attending!

*Please submit any questions via chat.*

