



Navigator/CAC Statewide Webinar

November 6 2024, 12:30 p.m.

The webinar is not being recorded, but PowerPoint presentations will be available later on Navigator 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 (37%) 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 Agency Management Program (AMP).
- Remember: navigator agencies are required to list certified staff assisting consumers in the Assister Directory. Only supervisors or support staff not directly helping consumers may be unlisted.

Name Navigator, Helen
Organization Example Navigator Organization
Address 1 Main St
City / State / ZIP Maplewood, MN 55112
County Ramsey

Assister Type Navigator
Email gethelp@examplenavigator.org
Phone (555) 555-5555
Spoken Languages English, Greek
Can Help Remotely (By Phone Or Online) Yes
Can Help In Person (In Counties) Anoka, Dakota, Ramsey
Certified for Insulin Program assistance No
Approximate Distance (Miles) -

Assister Type Broker Navigator Both

City

Zip Code

Include Nearby Zip Codes?

Certified for Insulin Program Assistance Certified (navigators only)

Spoken Languages

- English
- American Sign Language
- Amharic
- Arabic
- Burmese

Can Help Remotely (By Phone Or Online) Remote Help

Can Help In Person (In Counties)

- Aitkin
- Anoka
- Becker
- Beltrami
- Benton

Organization Name

MinnesotaCare Expansion Training

- DHS will be presenting a 2-hour assister training and information session to prepare for the upcoming MinnesotaCare Expansion.
 - Thursday, November 7
 - 1:00 – 3:00 p.m.
- Information on how to join the Webex webinar is available on Navigator One Stop/Meetings and Webinars. Details were also sent last Friday in a special Navigator Communication.

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

- MNsure (including the ARC and Contact Center) is closed on Monday, November 11, in observance of Veterans Day.
 - Also closed November 28 and 29, December 25 and January 1
- ARC will be open on Saturday December 7 and 14, and January 4 and 11 from 9 a.m. – 1 p.m.
- Be sure to check the ARC hours on Navigator One Stop under “Contact Us” for full details!



Thank You for Attending!

Please submit any questions via chat.

