



# Broker Statewide Webinar

September 12, 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.**



# Technical Issue Impacting Systems

- Minnesota IT Services has reported a widespread technical issue that is currently impacting many state systems, including:
  - MNsure.org
  - METS (the online application system)
  - MNsure Contact Center (including the Broker Service Line)
  - Learning Management System
  - Potentially more systems
- We will send out a communication when functionality has been restored.

# Open Enrollment Recertification

- ALL brokers and support staff must complete recertification by October 17.
- 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
- New versions of Core Curriculum, Role-Based training and Assister Portal training are in your Learning Path but are NOT required for recertification.

# Renewals Start Next Week

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- Annual renewal process for QHP consumers begins Monday, September 16.
  - MNsure will pause the processing of life events during a “blackout” period which begins September 16 and is expected to end on September 26.
  - Life events can be reported, but changes cannot be applied. Please do not call/email to check the status of LECs during blackout.
  - Consumers can continue to submit new applications during this time. Their eligibility for 2025 will be determined during a “catch-up” batch in mid-October.

# Reporting Projected Annual Income

- Reporting projected annual income (PAI) when reporting a 2024 current income change:
  - Prior to September 14, report only 2024 PAI
  - Between September 14 and November 30, report both the 2024 and 2025 PAI
  - December 1 or after, report only 2025 PAI
- Do not report any current income changes that will not take effect until 2025. These cannot be reported until 2025.
- 2025 PAI only changes cannot be reported until December 19 or AFTER.
- If there is a discrepancy between 2024 and 2025 PAI, add a note in the comments section explaining why.
  - For example: “Consumer is reporting a PAI change for 2025, due to a new source of income beginning in Feb 2025. Will report current income change once it begins.”

# Courtesy Call Back for Brokers

- Beginning on September 3, the Broker Service Line began to offer a call back option to improve your experience.
- During busy times, you will be given an expected wait time and offered a call back as your turn in the call queue approaches.
  - You may decline the call back and continue to wait on the line. We recommend using this option if you cannot be reached at a direct line.
  - If you accept, you will be asked to provide your name and confirm a number where you can be reached. Please provide a direct line for your call back.
- When your turn in the call queue approaches, we will make three attempts to reach you, spaced five minutes apart.
- Please remember the call back time provided is an estimate, so there may be some variations.
- Your comments on the experience are appreciated! Please send feedback to [brokers@mnsure.org](mailto:brokers@mnsure.org).

# Assister Assemblies

- Register for an in-person or mark your calendar for one of the online events to prep for open enrollment:
  - **Register today!** Rochester: Tuesday, September 17, 10 a.m. – 12:30 p.m.
  - **Register by September 19!** 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 includes 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 on the home page of Assister Central.

# Health and Dental Carrier Webinars

- Learn more about the health and dental plans offered through MNsure by joining these webinars:
  - Quartz: Monday, September 16, 10:00 a.m.
  - Dentegra: Thursday, September 19, 3:00 p.m.
  - Delta Dental: Monday, September 23, 10:00 a.m.
  - Guardian: Monday, September 23, 12:00 p.m.
  - Blue Plus: Tuesday, September 24, 10:00 a.m.
  - UCare: Tuesday, September 24, 3:00 p.m.
  - Medica: Monday, September 30, 10:00 a.m.
  - HealthPartners: Monday, September 30, 12:00 p.m.
- No pre-registration is required to attend. Links to participate are in the “Meetings and Webinars” section on Broker One Stop.





# Thank You for Attending!

*Please submit any questions via chat.*

