



Shopping and Enrollment Platform Inbox

Overview

In this guide, “a user” refers to the consumer using their online account, or a MNsure-certified assister (broker, certified application counselor or navigator) acting on behalf of the consumer using the assister portal.

The shopping and enrollment platform "My Inbox" is where users can find electronic PDF copies of MNsure enrollment notices generated by the shopping and enrollment platform.

- Eligibility notices will not be found in the shopping and enrollment platform My Inbox. Eligibility notices are found in the eligibility system.
- Enrollment notices created manually by MNsure will not be found in the shopping and enrollment platform My Inbox.
- Initial enrollments will not create an enrollment notice for the My Inbox.
- The My Inbox is only a place to view and open notices. A user cannot not create and send messages to MNsure using the My Inbox.

A user can get to the inbox by selecting "My Inbox" on the My Stuff Menu.

Welcome, Spouse Grisliy

My Stuff

- My Dashboard
- My Eligibility History
- My Households
- My Enrollments
- My Inbox**
- My Eligibility Home

2020

NEXT STEPS

You have successfully enrolled in coverage through MNsure. If you wish to change your medical or dental plan, please click the 'CHANGE PLANS' button below.

[CHANGE PLANS](#)

Overview

Your Application Status

2020 Application Complete
For 2 members [Eligibility Details](#)

Enrollment Notices Found in “My Inbox”

QHP Enrollment Notices

- **QHP Demographic Changes Applied:** This notice is triggered when demographic changes have been automatically applied to the enrollment (e.g. first/last name, address

line 1, phone number, email address, etc.) This notice will not be mailed to the consumer. It will only show in their inbox.

- **QHP Age Out:** The system has detected that a member enrolled in a pediatric only dental plan will be aging off the plan at the end of the month and this member must enroll into a non-pediatric only plan to retain dental coverage. This notice will be sent in the mail to the consumer as well.
- **QHP Age Out Disenrolled:** This notice is generated when the household member who is aging off a pediatric only dental plan does not choose a new plan and has been disenrolled. This notice will be sent in the mail to the consumer as well.
- **QHP household Disenrolled:** This notice is triggered any time the entire household has been disenrolled from coverage. This notice will be sent in the mail to the consumer as well.
- **QHP Financial Assistance Applied:** This notice is triggered when an enrolled household becomes newly eligible for APTC and the system automatically applies the APTC to the enrollment. This notice will not be mailed to the consumer. It will only show in their inbox.
- **QHP Covered Member Change:** This notice is triggered when a new member has been added to the enrollment or a member of the household has been disenrolled. This notice will be sent in the mail to the consumer as well.
- **QHP APTC Updated:** This notice is triggered when the system automatically applies either an APTC amount increase or decrease to the enrollment. This notice will not be mailed to the consumer. It will only show in their inbox.
- **QHP APTC Removed:** This notice is triggered when the household is no longer eligible for APTC and the APTC has been removed from their enrollment and an SEP has been opened. This notice will be sent in the mail to the consumer as well.
- **QHP Confirm Changes:** This notice is triggered when the household is no longer eligible for APTC & CSR and must confirm changes to their enrollment; e.g. household is enrolled in Bronze plan and now eligible for APTC & CSR if they choose a Silver plan. This notice will not be mailed to the consumer. It will only show in their inbox.
- **QHP Financial Assistance Removed:** This notice is triggered when the household is enrolled and is no longer eligible for APTC & CSR and an SEP has been opened. This notice will be sent in the mail to the consumer as well.
- **QHP Change in Cost Sharing Reduction:** This notice is triggered if a member of the enrolled household either loses or gains member of a federally recognized tribe status. This notice will be sent in the mail to the consumer as well.
- **QHP Changes Applied to Coverage:** This notice is triggered when the changes have been applied to the household's enrollment based on the change(s) they report; the change may or may not open an SEP. This notice will be sent in the mail to the consumer as well.

Renewal Notices

- **QHP Enrollment Renewal Confirmation:** The household's current year enrollment has been renewed. This notice will not be mailed to the consumer. It will only show in their inbox.
- **QHP Enrollment Not Renewed:** The household's current year enrollment has not been renewed. This notice will not be mailed to the consumer. It will only show in their inbox.