

## MNsure Questions:

1. I received my approval notice for MA, what do I do next?  
*Per the state, batches of cards are scheduled to be sent out on December 30<sup>th</sup>. If they received their approval notice and need to go to the clinic on or after 01/01/14 their provider can look them up on MNIT's and determine eligibility.*
2. I have never qualified for MA before, why do I qualify now?  
*With the new program guidelines income standards have gone up.*
3. When will I be able to pick my PMAP?  
*As soon as you receive the enrollment form, they are being sent out in daily batches.*
4. I made a mistake on my application, or would like to change something, how can I update something?  
*Once the application is submitted the client cannot go back and update information, they will need to let us know of the correction that needs to be made. At this time we cannot make any corrections to the system, we are waiting for direction from the state.*
5. What if I want retro coverage for 2013?  
*Client will need to complete the 6696A.*
6. Can I drop my insurance through my employer if I am approved for MA?  
*No, the county will follow the same procedure to determine if insurance is cost effective, we will need to send out a CEI.*
7. How do I withdraw my application?  
*We currently have a list that we are keeping at the county, we are unable to withdraw applications at this time, and are unsure when we will be able to do so.*
8. We qualify for Medical Assistance, but would rather be on MNCare and pay a premium.  
*At this time you cannot choose one program over the other, if you qualify for MA you cannot choose to be on MNCare, you can choose to be on a qualified Health Plan with no assistance.*
9. I am still pending on the MNsure website?  
*Continue to watch the website to monitor the status of your case, if any verifications are needed you will receive a Health Care Notice with the requested information.*
10. I received a Health Care Notice asking for more information, what do I do?  
*Send in the requested information to the county by the date listed on the notice, we cannot complete the application without this information.*

- 11.** I received a pmap enrollment form but not all of my family members that qualified for MA are on the letter, what should I do?  
***Add the family members onto the letter, this is a known issue with the state that they are working to resolve.***
- 12.** I was placed on a pmap that I did not select, how do I change it?  
***Per the state, when processing an enrollment by phone workers should complete a form to document the request and case note the action. Enrollments for MNsure cases must be processed for each member individually through the PMI number.***
- 13.** I received a 6696A, why?  
***You requested retro coverage for 2013 that needs to be determined in Maxis for any coverage prior to 1/1/14, or you were flagged for a non-magi referral, which also needs to be determined in Maxis. The 6696A needs to be completed for a non-magi referral regardless of whether or not retro coverage is requested.***
- 14.** I received a Cost Effective Form, why?  
***On the MNsure application, it was listed that you had other insurance. If it is employer sponsored coverage, the employer needs to complete the CEI on behalf of the entire family to determine if it is cost effective. For private health insurance policies (non-group), the client or insurance company must complete the CEI. We are also requesting a copy of the front and back of the insurance cards. This process has not changed from Maxis, the only difference is how we find the information, and that TPL cannot be entered into MMIS until the CEI is received back with the policy information. CEI needs to be completed and returned within 10 days of receiving the notice or health care benefits could end.***
- 15.** I received an Arep form (DHS-3437), why?  
***On the MNsure application it was noted that you wanted to allow someone to speak on your behalf, we do not need the form if it is for a spouse or your children. This needs to be returned if you want us be able to speak to anyone on your behalf.***
- 16.** What do I do if I need help with completing my application?  
***There is a list of assisters and navigators on the MNsure website, [www.mnsure.org](http://www.mnsure.org)***