



# Broker Statewide Webinar

**July 13, 2023, 12:30 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.**



# OE 2024 Recertification Requirements

- ALL brokers and support staff must complete recertification prior to the start of open enrollment (OE).
- Training requirements for OE 2024 (approximately 1 hour):
  - MNsure Data Security and Privacy
  - MNsure Accessibility, Compliance and Ethics
  - Achieve a score of at least 80% on the knowledge assessment
- New staff certifying in July?
  - If they complete the OE 2023 Data Security and Privacy/Accessibility, Compliance and Ethics, they will be required to take the OE 2024 version beginning in August to remain certified for open enrollment.
  - If they complete Core Curriculum, Role-Based Curriculum and Assister Portal prior to August, they will NOT need to retake these courses; **however, if they have started these courses but not completed them by the end of July, they will have to re-start these courses in August.**

# OE 2024 Recertification Process

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- Recertification training will be available starting the first week of August and must be completed by October 12, 2023.
- Once the courses are available, MNsure will email all brokers instructions for completing recertification, including a reminder of their Unique Key for logging into the Learning Center
- Your agency administrator will be able to confirm your recertification completion through the Broker Agency Management System (BAMP).

# Update Roster Information in BAMP

- Reminder: Ensure a smooth recertification process this year by checking to make sure information in BAMP (Broker Agency Management Program) is accurate and up-to-date
  - Agency roster: Change assisters who are no longer active to inactive
  - Individual staff: Contact information, especially email addresses, must be correct
  - Directory information: Are the languages spoken and counties served up to date?
- Information on how to update agency information in BAMP can be found in the [Registration](#) section of Broker One Stop

# 2024 Proposed Rate Release

- All on-exchange carriers filed proposed rates for plan year 2024 participation (there are no new medical carriers)
- A total of 219 plans are being offered for 2024, 8% more than 2023
- We anticipate all 2023 plans can be “cross walked” for renewals
- Individual market proposed average rate changes:
  - Blue Plus: 3.0%
  - HealthPartners: 8.0%
  - Medica Insurance Company: 2.8%
  - Quartz: 3.2%
  - UCare: 5.5%

# CCU Special Enrollment Period

- MNsure is offering a continuous coverage unwinding (CCU) special enrollment period for anyone who is losing MA or MinnesotaCare coverage that was enrolled under the continuous coverage rules.
- Consumers eligible for this SEP:
  - Have a 90-day SEP window (instead of standard 60 days) before and after the last day of MA or MinnesotaCare coverage.
  - Coverage will start first day of the month following the date they select a plan.
  - Consumers have the option of a retro-effective date back to the first of the month after the loss of MA/MinnesotaCare coverage. To qualify for retroactive coverage, they must select a plan during the first 60 days of the SEP.

# Update to the Manual AOR Form



MNsure has updated its Manual AOR Form

- During the public health emergency in lieu of a signature from a consumer, MNsure accepted an attestation from the broker that the consumer had designated them as their agent of record
- The updated form requires a signature from the consumer
  - A “wet” signature in which the consumer directly signs the form
  - or an electronic signature
    - An image of a handwritten signature transmitted electronically, such as by fax, secure email or text message.
    - An electronic signature captured by a software product that complies with the requirements of the Electronic Signatures in Global and National Commerce Act (ESIGN), submitted with a

# Update to the Manual AOR Form



In order for an electronic signature to be accepted, the following criteria must be met

- The consumer's intent to sign the form is clear. For a signature submitted apart from the form, a consumer can show intent to sign a specific form by a short statement accompanying a dated handwritten signature, such as "I [insert consumer name] understand that I am signing [title of form]."
- The signature must be logically associated with or submitted at the same time as the form. The signature must provide a way to identify the consumer. MNsure must be able to discern who actually signed the document.
- The signature must not be modifiable. MNsure must receive the signature in a form that is tamper-proof so the signature cannot be modified.

For more information, please see the MNsure's [Electronic Signature Policy](#)

# Citizen Engagement

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- In early August MNsure will update its application platform to be mobile- friendly.
- Consumer will be able to apply for coverage on a mobile device
  - Both the consumer and the assister portal will be mobile-enabled
  - expands access to MNsure for consumers who might not have easy access to a computer.
- Users will see changes to the look and feel of the application and the assister portal, but overall functionality will be much the same



# Thank You for Attending!

*Please submit any questions via chat.*

