



Minnesota Department of **Human Services**

Streamlined MNsure Paper Application

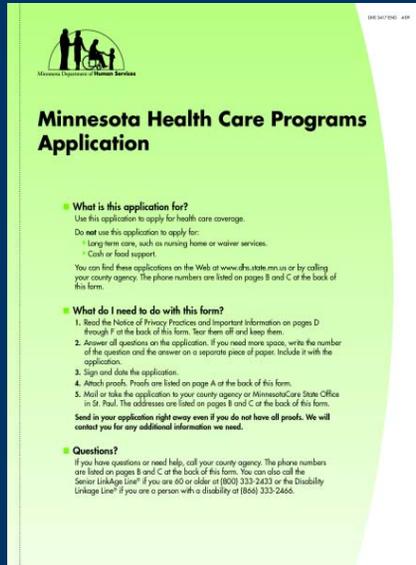
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May 2013

Paper Application Work Group

- Comprised of
 - 10 HCEA Team Members
 - 4 Counties
 - Anoka, Ramsey, Dakota, and Sibley



Moving from the Current Minnesota Health Care Programs Application to the MNsure Application



Defining the Streamlined Paper Application

- Determines eligibility for
 - Medical Assistance (MA)
 - MinnesotaCare (will transition to Basic Health Plan)
 - Advanced Premium Tax Credit (APTC)
 - Cost Sharing Reduction (CSR)
 - Qualified Health Plans (QHP)



Benefits of Streamlined Paper Application

- Saves time due to multiple eligibility determinations for all MN public health care programs using just one application
- System can provide real time, automated determinations with the use of data hubs when an application is entered into the system---Applicants can receive eligibility decisions even faster if they apply online instead of mailing an application
- All paper applications will be mailed to one location.
 - Those cases determined eligible for MA will be sent electronically to counties based on the applicant's county of residence
 - APTC/CSR and MCRE cases will be handled by MCRE Operations
 - Un-assisted QHP cases will be handled by agents and brokers



Paper Application Time Line

- Started meeting in January 2013
- Plan and roll out Application Elements
 - January – October 2013



Application Elements: Phase 1

January 2013 – May 2013

- MNsure Branding
- Online Application Coordination
- Legal language
- Appeals Language
- Notice of Privacy Practices
- LEP Language Block with 10 translations
- ADA Advisory
- Readability (7th grade level)
- Contact information
 - Mailing Address, Ways to Submit a Paper Application, Websites, Phone and Fax numbers, etc.



Paper Application Elements: Phase 2

■ May 2013 – September 2013

- CMS Review and Approval
- Coordinate printing needs
- Planning Translation
 - Spanish, Somali, Hmong, Vietnamese, and Russian
- E- Docs
- Distribution and Availability
- Processing Procedures



We have multiple ongoing work groups and initiatives which will help to make our paper application a SUCCESS!

- Training Work Group
 - Will provide support for county workers
 - Working in conjunction with the Policy Development/Documentation group
- Manuals and Bulletin Development
 - Instructional and roll-out information
- Eligibility Notices
 - Will likely include a section for county workers to add additional information and comments
- Navigators (Current MNCAA agencies) and MNsure In-Person Assisters will help with enrollments
- CMS and MNsure coordination
 - DHS working with CMS, MNsure, and other agencies to help make sure that the paper application is as concise and comprehensive as possible in order to help improve efficiency, increase enrollments, and decrease administrative burden



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