

Assister Portal

MNsure IT Project #58

Aug 31, 2015

Overview & Timing

The Assister Portal Project (previously referred to as the Navigator / Broker Portal Project) is jointly managed by representatives from MNsure, DHS and MN.IT. The Assister Portal will provide MNsure’s Consumer Assistance Partners (brokers, navigators, and Certified Application Counselors) with enhanced functionality to help consumers apply for and enroll in health insurance coverage. The Assister Portal will function via a Commercial-Off-the-Shelf (COTS) product that is being customized for use in Minnesota. Due to the timing involved with launching the portal prior to 2016 Open Enrollment (Nov. 1, 2015 – Jan. 31, 2016) only customizations that are absolutely necessary are being made, although stakeholder input was incorporated into development of the business requirements. Additional customizations will follow, based on input from the various stakeholders.

The project is scheduled to be delivered in phases. Phase 1 is scheduled for inclusion in the MNsure IT Fall Release (scheduled for the third quarter of 2015). Phase 2 is scheduled for inclusion in the Winter Release (scheduled for fourth quarter of 2015). Additional phases may follow.

Assister Portal Components

The Assister Portal Project, Phase 1, consists of three key components:

Consumer Management	Assister Management	Provider Management
<ul style="list-style-type: none"> • Introduces changes to the way consumer-to-assister associations are made. • A new “Manage Assister” button is added to the home page for individuals and families, giving consumers the ability to search for, select and view assister details, and modify or remove previously selected assisters. 	<ul style="list-style-type: none"> • Introduces a new Assister workspace where assisters have access to the consumer’s account and can act on the consumer’s behalf. • Actions assisters can take include: entering the consumer’s personal or household information, selecting a qualified health plan and selecting and applying an advanced premium tax credit amount. 	<ul style="list-style-type: none"> • Introduces a MNsure workspace for managing assister accounts and credentials: enrolling assisters, and maintaining assister details and authorizations. • Only user accounts with “Resource Manager” authority can access Provider Management capabilities.

The Phase 1 Assister Portal is a first step toward a more robust tool and will not have all the functionality desired for the future vision of the portal. Some elements that will not be in this first phase that will be weighed by business against other development priorities for future releases include:

- Plan selection information appearing on the assister dashboard.
- Allow assisters to print completed application for consumer records.
- Assister and business ability to end consumer associations.
- Assister ability to change or rescind applications on behalf of clients.
- Consumer ability to associate with more than one assister at a time.
- Assister self-service access for maintaining account information.
- Updated status information on a consumer's application.

Pilot and Training

The functionality introduced in the Fall Release will be piloted with a small group of Assisters following the release. They will work on the new portal, documenting any questions or considerations for rollout of the portal to a larger group of users. Using this input, MNsure will finalize the training plan, with training to take place in the late-October / early-November timeframe.