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State of Minnesota
HOUSE OF REPRESENTATIVES

EIGHTY-EIGHTH SESSION

H. F. No. 3078

03/13/2014 Authored by Sanders

The bill was read for the first time and referred to the Committee on Commerce and Consumer Protection Finance and Policy

1.1 A bill for an act
1.2 relating to health insurance; requiring background studies for MNsure navigators
1.3 and in-person assisters; amending Minnesota Statutes 2013 Supplement, section
1.4 62V.05, subdivision 4.

1.5 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF MINNESOTA:

1.6 Section 1. Minnesota Statutes 2013 Supplement, section 62V.05, subdivision 4, is
1.7 amended to read:

1.8 Subd. 4. **Navigator; in-person assisters; call center.** (a) The board shall
1.9 establish policies and procedures for the ongoing operation of a navigator program,
1.10 in-person assister program, call center, and customer service provisions for MNsure to be
1.11 implemented beginning January 1, 2015.

1.12 (b) Until the implementation of the policies and procedures described in paragraph
1.13 (a), the following shall be in effect:

1.14 (1) the navigator program shall be met by section 256.962;

1.15 (2) entities eligible to be navigators, including entities defined in Code of Federal
1.16 Regulations, title 45, part 155.210 (c)(2), may serve as in-person assisters;

1.17 (3) the board shall establish requirements and compensation for the navigator
1.18 program and the in-person assister program by April 30, 2013. Compensation for
1.19 navigators and in-person assisters must take into account any other compensation received
1.20 by the navigator or in-person assister for conducting the same or similar services; and

1.21 (4) call center operations shall utilize existing state resources and personnel,
1.22 including referrals to counties for medical assistance.

1.23 (c) The board shall establish a toll-free number for MNsure and may hire and
1.24 contract for additional resources as deemed necessary.

2.1 (d) The navigator program and in-person assister program must meet the
2.2 requirements of section 1311(i) of the Affordable Care Act, Public Law 111-148. In
2.3 establishing training standards for the navigators and in-person assisters, the board must
2.4 ensure that all entities and individuals carrying out navigator and in-person assister
2.5 functions have training in the needs of underserved and vulnerable populations; eligibility
2.6 and enrollment rules and procedures; the range of available public health care programs
2.7 and qualified health plan options offered through MNsure; and privacy and security
2.8 standards. For calendar year 2014, the commissioner of human services shall ensure that
2.9 the navigator program under section 256.962 provides application assistance for both
2.10 qualified health plans offered through MNsure and public health care programs.

2.11 (e) The board must ensure that any information provided by navigators, in-person
2.12 assisters, the call center, or other customer assistance portals be accessible to persons
2.13 with disabilities and that information provided on public health care programs include
2.14 information on other coverage options available to persons with disabilities.

2.15 (f) MNsure shall require background studies for all individuals carrying out
2.16 navigator and in-person assister functions. MNsure may contract with the Department of
2.17 Human Services to provide the background studies in accordance with section 245C.03.
2.18 The commissioner may charge a fee to the individual or entity requesting to be a navigator
2.19 or in-person assister to recover the cost of the background studies conducted.