



Consumer Tips for Account Creation and Plan Enrollment

General Helpful Tips	
Recommended Browsers	Firefox, Google Chrome, & Internet Explorer 9. Make sure that you are not using an outdated internet browser.
Cell Phone and Tablets	The application does not work with either – must use a PC or laptop
Internal Server Error	Clear history/cache, change browser
400 or 500 Unhandled Service Exception Error	Clear history/cache, change browser. If error is received at Summary Screen, go back to home page to start a new application.
Unhandled User Error	Cannot use browser back arrow button while completing the application – use the MNsure home button on the application page.
Page Size – Can't see Continue/Next button or Payment button	Page is too big. Park your cursor on blank area of page, hit tab, maybe twice, page will move down. Or hit Control hyphen, CTRL (-), on keyboard to minimize page.
Save & Exit Button	Select the Save & Exit button to save information entered and go back later to complete application.
Creating an Account	
Address/phone field	Follow format (xxx){nospace}xxx-xxxx ex: 34 east 4 th street ... no abbreviations
Creating User Login ID	Can be from 1 – 20 characters long and can only include alphanumeric characters (a-z, A-Z, 0-9)
Creating a Password	<p><i>Password must include 8 characters of letters, numbers, and special characters.</i></p> <p><i>B) Password must include at least 1 numeric character.</i></p> <p><i>C) Password must include at least 1 uppercase and at least 1 lowercase letter.</i></p> <p><i>D) Password must include at least 1 special character from the following list:</i></p> <p><i>! " # \$ % & ' () , . : = ? @ or space character</i></p> <p><i>E) Recently used passwords cannot be reused.</i></p>
Shared Secret	Minimum of 4 characters

Forgot Password	Select the Forgot Password link and enter your username. It will give you security questions to answer to reset your password.
Forgot Username	Entering an email address will send you the username tied to the email address. (An email address must be registered on the account.)

Unable to Create Online Account	Complete the manual account creation for; be sure to include an email address. Mail the completed form to MNSure with copies of required identification. You will receive an email confirmation from MNSure within 5-7 business days.
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Completing the Application

Required Fields	Only enter data into the required fields (fields with an *).
Hyphenated Names	Do not enter any special characters in your name (no hyphen or periods) .
Middle Name	Do not enter your full middle name. Middle initial is acceptable (do not include a period).
Signature Line	To submit the completed application, your name must match exactly as it was entered in the application. The signature line will not accept any special characters (hyphens, periods etc.)

Application Status

Application pending and have not enrolled in a plan	Select the Enroll in Plans link; if eligible for Medical Assistance or MinnesotaCare, you will receive a packet in the mail. If eligible for a Qualified Health Plan (with or without tax credits) select the blue Enroll in Plans button to shop and pay for your plan.
Enrolled & Paid but application is still pending	You will receive a packet in the mail from the carrier.
Payment Selection	Select to pay your invoice online or by mail to MNSure.
Enrollment & Payment Confirmation	Select "Go to my Account", then select the "Pay my premium" here link. From this screen you are able to view your enrollment and payment information.
View/Print Invoice	To view your invoice, select "Go to my Account", then select the "Pay my premium" here link. If you selected to pay MNSure, select the invoice number to view and print your invoice.

Payment

Pay Online	Pay online through your MNSure account by credit/debit card or electronic check. (If you selected to have MNSure mail you an invoice, you can still make your payment online.)
Pay By Mail w/invoice	MNSure PO Box 64832 St. Paul, MN 55164-0832 Include MNSure ID on your check.
Walk-in Payment Center	DHS Cashier's Office 540 Cedar Street St. Paul MN 55155

w/invoice	Monday – Friday 8:00 a.m. – 6:00 p.m. Only accept check, money order, & cash payments <u>with invoice</u> . (Include MNsure ID on your check. Cash payments must be exact amounts, they cannot make change)
Issues with e-signature	To avoid issues with e-signature process, we recommend that individuals avoid using special characters, such as dashes, periods, and commas, when entering their name and address for account creation. We also recommend ensuring that the e-signature portion of the application match the name used in the application portion.

