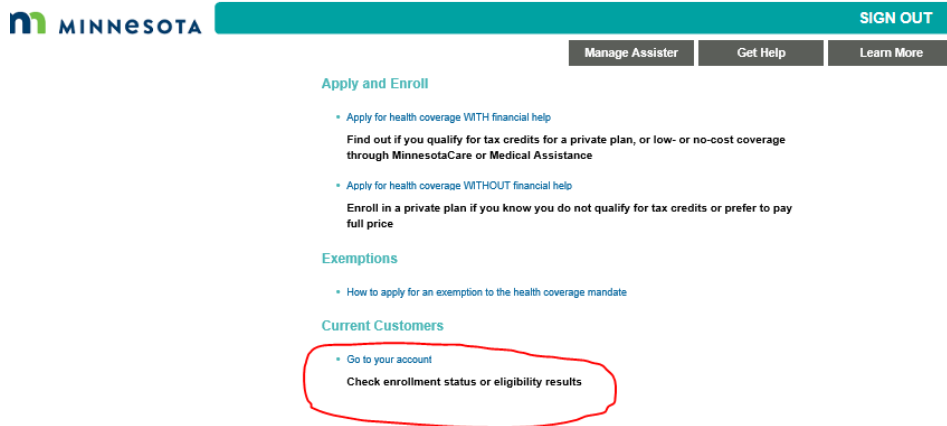
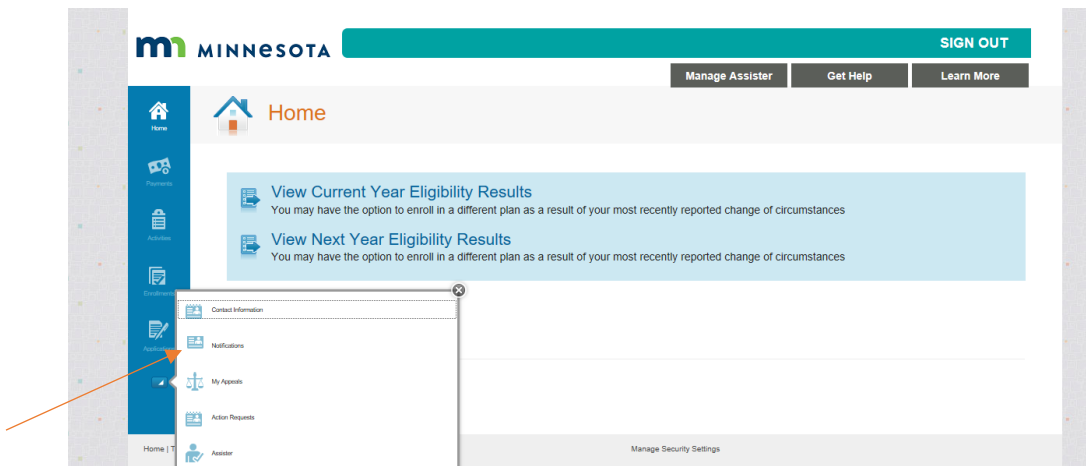


How to Find Notifications in Your MNsure account.

1. Log in to your MNsure Account. If you don't know your username and password, call MNsure.org at 1-855-366-7873 to reset it, or try the "forgot password" link on the sign in page.
2. Click "Continue" at the bottom of the page
3. Under "Current Customers" Click, "Go to Your Account"



4. On the next page, there is a blue bar on the left. Click the "Notifications" icon. You may need to hover over the "Overflow" button at the bottom of the screen, or shrink the screen, in order to see the "Notifications" icon.



5. This will take you to the "My Notifications" page. Look for the notice you want (if you just applied, it may take a minute for your first notice to appear, and you may need to refresh your screen). Click on the small orange arrow to the left of the notice.
6. After a moment, some more information and a link to the notice will appear. Click the link and wait for it to download or open in another tab. You can call MNsure or Health Access if you need help understanding your notice.

Why Check for Notifications in Your MNsure account?

Any notice listed in your MNsure account will also be mailed to you, but sometimes it is helpful to get the notice online. It may be helpful to check your online account for notices if:

- **You just submitted an application.** Checking your notice online a few minutes after submitting an online application can tell you your final eligibility determination, or if you need to send any verifications in.
- **You are eligible for Medical Assistance (MA/Medicaid), and you need medical care right away.** Your notice contains your case number. About 48 hours after you submit your application, the DHS Help Desk (651-431-2670) can tell you your “PMI number” over the phone, if you provide your case number. Any doctor or other provider that accepts MA can use your PMI to cover your care until your MA card arrives.
- **You need to pay your new MinnesotaCare premium fast.** MinnesotaCare premiums must be paid by the last day of the month in order to initiate coverage for the 1st of the next month. About 48 hours after you are found eligible for MinnesotaCare, you should be able to call MinnesotaCare at 1-651-297-3862 with your case number (found in your notice) to find your premium amount and pay by phone or online.
- **You got something about your healthcare in the mail, but now you can’t find it.** If you got a notice or renewal form in the mail but can’t find it, you may be able to find a copy in your account. Notices from your insurer will not appear in your account, but most notices from MNsure, DHS, or MinnesotaCare will.

Questions? Call MNsure at 1-855-366-7873 or Health Access MN at 1-651-645-0215

