

# Health Connector Open Enrollment 2024

## Assister Webinar Schedule

Session days and times vary. Check the Learning Management System (LMS) for the latest Schedule. Remember to register for each webinar and add a session reminder to your calendar.

During the 2024 Assister webinars, Health Connector subject matter experts (SMEs) will review Open Enrollment related topics and processes. Each session includes time to answer your related questions so you can best support Health Connector members. **Note: Attendance at either the 9/22/23 or 9/26/23 is required for the Protecting PII When Working with Applicants and Members webinar** (the same content will be presented). All the other webinars are not part of mandatory training; however, your participation is highly recommended.

### Get the most out of each webinar!

1. Review the session descriptions and register for the webinars that interest you most. You'll receive a link to the session, and you can create your own calendar invite – for easy access on the day of the webinar.
2. The schedule and related materials will be available Assister Learning Management System (LMS) in the folder called **Health Connector Open Enrollment 2024** (materials include recordings, handouts and Q and A updates (when applicable)).
3. At the end of each webinar, you'll see an on-screen evaluation. Please take a few moments to complete and submit the evaluation, as your input is helps us to plan for future sessions.

### Need Help Accessing the LMS?

- Go to <https://masshealthpoint.myabsorb.com>
- Use the Forgot Password link if you forgot your Username or Password
- Select the Resources tab in the LMS
- Open the folder called **Health Connector Open Enrollment 2024**
- Access the information you were looking for.



Questions? Go to [MAhealthconnector.org/get-started](https://MAhealthconnector.org/get-started)

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Preparing to Help Health Connector Members for Open Enrollment 2024		
Date and Time	What to expect during this session	How you can prepare
9/6/23 10-11am	<p>Staff will:</p> <ul style="list-style-type: none"> <li>Review the Health Connector's Open Enrollment timeline</li> <li>Describe the processes that take place for reviewing and renewing member coverage for the upcoming plan year</li> <li>Explain the actions that members must take to renew coverage</li> <li>Identify changes or special considerations to be aware of for the upcoming plan year</li> </ul>	<p>In advance of this session, complete the <b>LMS course</b> titled: <a href="#">Health Connector Preliminary Eligibility, Renewal and OE 2024</a></p> <p>Prepare any questions you'd like the team to respond to.</p> <p><b>Click the link below to register for this session:</b>  <a href="https://umassmed.zoom.us/webinar/register/WN_LXvxPShCkbnr7xNSz6Q">https://umassmed.zoom.us/webinar/register/WN_LXvxPShCkbnr7xNSz6Q</a></p>
Review of Health Connector Health and Dental Plans for Plan Year 2024		
Date and Time	What to expect during this session	How you can prepare
9/20/23 2-3pm	<p>Staff will:</p> <ul style="list-style-type: none"> <li>Describe the Health Connector's annual Seal of Approval (SOA) process</li> <li>Explain the Health and Dental Plans that will be available for plan coverage year 2024 through the Health Connector</li> <li>Discuss the key changes to be aware of when helping consumers shop for coverage in their area</li> </ul>	<p>Prepare any questions you'd like the team to respond to.</p> <p><b>Click the link below to register for this session:</b>  <a href="https://umassmed.zoom.us/webinar/register/WN_JGrma5uhT2GbF_Qta7jCpA">https://umassmed.zoom.us/webinar/register/WN_JGrma5uhT2GbF_Qta7jCpA</a></p>

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Protecting PII When Working with Applicants and Members		
Date and Time	What to expect during this session	How you can prepare
9/22/23 11am-12pm  9/26/23 2-3pm  	Staff will: <ul style="list-style-type: none"> <li>Describe methods for securing and storing documents when working in person or remotely</li> <li>Discuss considerations when using the Assister Portal and uploading documents</li> <li>Explain processes to follow and potential consequences when incidents do occur</li> </ul>	Prepare any questions you'd like the team to respond to.  <b>Note: This is a new requirement for all Certified Assisters this year. Registration information and more information about these webinars (both webinars will contain the same information) will be shared separately.</b>
Overview of Health Connector Dental Plans		
Date and Time	What to expect during this session	How you can prepare
10/11/23 10-11am	Staff will: <ul style="list-style-type: none"> <li>Provide a high-level overview of the available Health Connector's Dental Plans and their carriers</li> <li>Respond to attendee questions regarding common customer questions about enrolling into or using their dental coverage</li> </ul>	In advance of this session, review the <b>webinar recording</b> and <b>LMS course</b> titled: <a href="#">Overview of Health Connector Dental Plans</a>  Prepare any questions you'd like the team to respond to.  <b>Click the link below to register for this session:</b> <a href="https://umassmed.zoom.us/webinar/register/WN_Wk0as5DqStmqwDP_UUiUPA">https://umassmed.zoom.us/webinar/register/WN_Wk0as5DqStmqwDP_UUiUPA</a>

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Health Connector Shopping Tools and Enrollment Tips		
Date and Time	What to expect during this session	How you can prepare
<b>11/6/23</b> <b>1:30-3pm</b>	Staff will: <ul style="list-style-type: none"> <li>Review the Health Connector’s 2024 renewal webpage: <a href="https://mahealthconnector.org/health-connector-plan-renewal-information-massachusetts">Health Connector Plan Renewal Information – Massachusetts Health Connector (mahealthconnector.org)</a></li> <li>Demo various shopping tools available on MAhealthconnector.org using different shopping scenarios</li> </ul>	In advance of this session, complete the <b>LMS course</b> titled: <a href="#">An Assister’s Guide to Shopping for and Enrolling in Health Connector Plans</a>  Prepare any questions you’d like the team to respond to.  <b>Click the link below to register for this session:</b> <a href="https://umassmed.zoom.us/webinar/register/WN_RyiNQi7BTk6p1vDORgtvmg">https://umassmed.zoom.us/webinar/register/WN_RyiNQi7BTk6p1vDORgtvmg</a>
Troubleshooting Common Health Connector Member Problems		
Date and Time	What to expect during this session	How you can prepare
<b>1/10/24</b> <b>10-11am</b>	Staff will: <ul style="list-style-type: none"> <li>List member situations that require special attention</li> <li>Discuss potential resolutions for those situations</li> <li>Staff will describe how to escalate member issues and acceptable resolution timeframes</li> </ul>	In advance of this session, review the <b>LMS Course</b> titled: <a href="#">Troubleshooting Common Health Connector Member Problems</a>  Prepare any questions you’d like the team to respond to.  <b>Click the link below to register for this session:</b> <a href="https://umassmed.zoom.us/webinar/register/WN_umpzUFT2TwW_EROD_04fZg">https://umassmed.zoom.us/webinar/register/WN_umpzUFT2TwW_EROD_04fZg</a>

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Health Connector and MassHealth End of Year Tax Filing		
Date and Time	What to expect during this session	How you can prepare
1/18/24 2-3pm	<p>Staff will:</p> <ul style="list-style-type: none"><li>• Review how health insurance coverage relates to tax filing, and member responsibilities to file taxes</li><li>• Explain the importance of reconciling taxes each year that APTCs are received Promote the availability of trained volunteers to help with tax preparation</li><li>• Describe the Simple Sign-Up process</li></ul>	<p>In advance of this session, complete the <b>LMS Course</b> titled: <a href="#">End of Year Tax Filing Process</a></p> <p>Prepare any questions you'd like the team to respond to.</p> <p><b>Click the link below to register for this session:</b> <a href="https://umassmed.zoom.us/webinar/register/WN_HBdEZhRQR1CNpvVv9bJqIQ">https://umassmed.zoom.us/webinar/register/WN_HBdEZhRQR1CNpvVv9bJqIQ</a></p>

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