



Navigator/CAC Statewide Webinar

August 2, 2023, 12:30 p.m.

The webinar is not being recorded, but PowerPoint presentations will be available later on Navigator One Stop in the “Meetings and Webinars” section.

During the webinar, please use the “chat” feature to submit questions.



Open Enrollment Dates

- The dates for MNsure's open enrollment period will be Wednesday, November 1, 2023, through Monday, January 15, 2024.
- Coverage deadlines:
 - Friday, December 15, 2023, for coverage starting January 1, 2024
 - Plan selections made between December 16, 2023, and January 15 will be for coverage starting February 1, 2024

OE 2024 Recertification Begins!

- ALL navigators and CACs must complete recertification prior to the start of open enrollment (OE).
- Training requirements for OE 2024 (approximately 1 hour):
 - MNsure Data Security and Privacy
 - MNsure Accessibility, Compliance and Ethics
 - Achieve a score of at least 80% on the knowledge assessment
- A new version of Core Curriculum and Role-Based Curriculum will be in your Learning Path but are NOT required for recertification.
- Recertification training is now available in your Learning Path and must be completed by October 12, 2023.
- On August 1, MNsure emailed all currently certified navigators and CACs instructions for completing recertification, including a reminder of their Unique Key for logging into the Learning Center.

Assister Assemblies

- MNsure is planning a mix of online and in-person Assister Assemblies for brokers, navigators and certified application counselors.
 - Focus is on providing training to prepare you for Open Enrollment
 - In-person assemblies also include an opportunity to network
- Considering events in Twin Cities, Duluth, Mankato, Fergus Falls, Alexandria or Rochester.
- Events will be offered in September and October.
- Today is your last chance to take the quick survey (just two questions) to vote on where and when we host these events!
 - <https://www.research.net/r/OE11AssisterAssemblySurvey>

Interested in Outreach?



- DHS is identifying community events to attend to connect with Minnesotans who will be impacted by the Medical Assistance and MinnesotaCare renewal process.
- DHS is looking for navigator agencies to partner with them at these events to:
 - Provide information and respond to questions
 - Engage with community members in their preferred language
 - Assist with renewals (when possible)
- Many events are in the evening or on weekends.
- If your agency is potentially interested in partnering with DHS at an upcoming event, please reach out to Christina Wessel at christina.wessel@state.mn.us for more information.

Citizen Engagement

- An update to the METS application experience is expected to be deployed on August 6.
- Overall functionality (application flow and information collected) will remain the same, but the user experience will improve:
 - The “look and feel” of the application will be improved
 - Both the consumer and the assister portal will be mobile-enabled

Updated Consumer Home Page



Apply And Enroll

Apply For Health Coverage WITH Financial Help

Find out if you qualify for Tax credits for a private plan, or low or no - cost coverage Through MinnesotaCare or Medical Assistance

[Apply](#)

Apply For Health Coverage WITHOUT Financial Help

Enroll in a private plan if you know you do not qualify for tax credits or prefer to pay full price

[Apply](#)

Exemptions

Exemptions

How to apply for an exemption to the health coverage mandate



Consumer Account without Eligibility

Your Account

Dashboard

Do you need help? Get help from an MNsure-certified Assister.

Manage Assister ×

Apply For Benefits



Important Information

No notifications

Notifications about your applications, community services and appeal requests will show up here.

Consumer Account with Eligibility

Your Account

Dashboard

View Current Year Eligibility Results

You may have the option to enroll in a different plan as a result of your most recently reported change of circumstances



Apply For Benefits

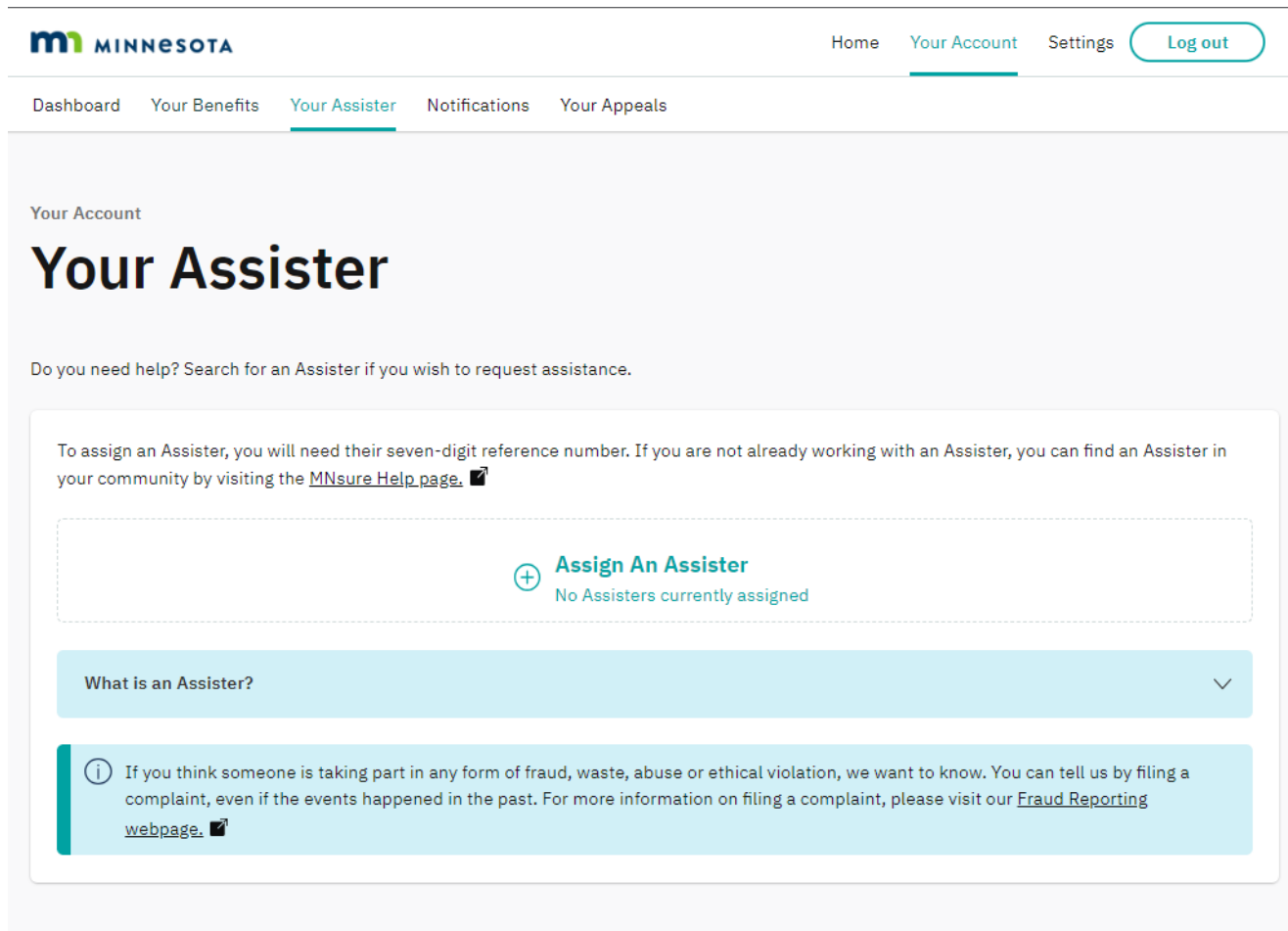


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Authorizing an Assister



The screenshot shows the 'Your Assister' page on the Minnesota MNSure website. The page has a navigation bar with 'Home', 'Your Account', and 'Settings' (with a 'Log out' button). Below the navigation bar are links for 'Dashboard', 'Your Benefits', 'Your Assister' (which is underlined), 'Notifications', and 'Your Appeals'. The main content area is titled 'Your Account' and 'Your Assister'. It includes a sub-header 'Your Account' and a main heading 'Your Assister'. Below the heading is a question: 'Do you need help? Search for an Assister if you wish to request assistance.' A large light blue box contains the text: 'To assign an Assister, you will need their seven-digit reference number. If you are not already working with an Assister, you can find an Assister in your community by visiting the [MNSure Help page](#).'. Below this text is a button with a plus sign icon and the text 'Assign An Assister' and 'No Assisters currently assigned'. Below the button is a light blue dropdown menu with the text 'What is an Assister?' and a downward arrow. Below the dropdown menu is a light blue box with an information icon and the text: 'If you think someone is taking part in any form of fraud, waste, abuse or ethical violation, we want to know. You can tell us by filing a complaint, even if the events happened in the past. For more information on filing a complaint, please visit our [Fraud Reporting webpage](#).' The MNSure logo is in the bottom right corner.

m MINNESOTA Home **Your Account** Settings Log out

Dashboard Your Benefits **Your Assister** Notifications Your Appeals

Your Account

Your Assister

Do you need help? Search for an Assister if you wish to request assistance.

To assign an Assister, you will need their seven-digit reference number. If you are not already working with an Assister, you can find an Assister in your community by visiting the [MNSure Help page](#).


+ **Assign An Assister**
No Assisters currently assigned

What is an Assister? ▾

i If you think someone is taking part in any form of fraud, waste, abuse or ethical violation, we want to know. You can tell us by filing a complaint, even if the events happened in the past. For more information on filing a complaint, please visit our [Fraud Reporting webpage](#).

MNSure

Citizen Engagement- Mobile View



Welcome

Get Help ▾


Learn More ▾

USERNAME* [Forgot Your User Name?](#)

PASSWORD* [Forgot Your Password?](#)

Don't have an account? [Sign up now](#)

Cancel Sign In



MENU

[Dashboard](#) [Your Benefits](#) [Your Assist](#) >

Your Account

Dashboard

View Current Year Eligibility Results

You may have the option to enroll in a different plan as a result of your most recently reported change of circumstances

→

Apply For Benefits

→

Important Information

Assister Portal- Client Requests Screen

Your Account

Your Client Requests

Contact information will appear below only if an application has been submitted and case has been created. Please confirm current contact information with the consumer.

New In progress All

PETERSON, Kasen New

Requested on 01/15/2024

1515 1st Street, Minneapolis, Minnesota, 55412 • 612-555-1212

Gonzalez, Ian New

Requested on 10/02/2023

Main Street 4, Rochester, Minnesota, 55901 • Phone number unavailable

ADAMS, Nathan New

Requested on 10/02/2023

Address Line 111, Rochester, Minnesota, 55901 • Phone number unavailable

Sort by ▲

First name (A to Z)

First name (Z to A)

Last name (A to Z)

Last name (Z to A)

Request date (Newest to oldest)

Request date (Oldest to newest)

Assist client

Assister Portal- Client Eligibility

Your Health Care Results

Eligible to buy a health plan with financial assistance [?](#) Help

Enroll in Health Plans

Who is eligible?

Toto Wolff

About your eligibility [^](#)

Toto qualifies for financial assistance to buy a health plan through MNsure.

Premium tax credit [?](#) Help

\$257 off/month

Cost-sharing reduction [?](#) Help

Toto Wolff - 0% Reduction



Thank You for Attending!

Please submit any questions via chat.

