



Navigator/CAC Statewide Webinar

September 3, 2025, 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.



Prepping for Open Enrollment

- MNsure has sent a notice to consumers whose Federal Tax Information (FTI) is expiring. Consumers must respond or they will lose eligibility for APTC and cost-sharing reductions for 2025.
- All life events impacting eligibility should be reported as soon as possible. MNsure will not be able to update cases during the “black out” period which begins **September 15** and is expected to run **through September 25**.
- Navigator agency administrators should review all staff on their agency’s roster in AMP, update status for those who are no longer active and review information shown on the Assister Directory.
 - Reminder: Navigator agencies are expected to list all staff who are assisting consumers on the Assister Directory. The exception is only for those who certified because they are supervising or providing support to navigator staff.

Reporting Income Changes

If consumer is reporting a change to their current income (an income change occurring within seven days or occurred in the past), projected annual income (PAI) must also be reported:

- Beginning **September 8**, report both 2025 PAI and 2026 PAI (list 2026 PAI in the comments)
- Beginning December 1, only report 2026 PAI
- 2026 PAI-only changes cannot be processed at this time. It is not possible to get an early 2026 eligibility determination for an income change that has not yet occurred.
 - 2026 PAI-only changes cannot be reported until the end of December or later.

OE 2026 Recertification Deadline!

- Recertification training requirements must be completed by **Thursday, October 16, 2025**, or your certified status will lapse:
 - You will no longer be authorized to assist consumers.
 - Navigators will not be eligible for payment for any applications or enrollments completed after their certification has lapsed.
 - You will no longer have access to the Assister Resource Center.
- As of today, only 110 CACs and 284 navigators have completed recertification.
- Recertification course is “MNsure Assister Data Security, Accessibility, Compliance and Ethics 25-26”. It must show as “complete / all current” for recertification to be completed.

[learning.path](#)

▣ (01) [MNsure Assister Data Security, Accessibility, Compliance and Ethics 25-26](#)

The courses and associated assessment in this curriculum are MANDATORY for ALL assisters.

[required](#)

Yes

[enrollment status](#) ▲

not started or expired

Assister Assemblies



- Assister Assemblies begin next week! We strongly encourage you to attend one of the following in-person opportunities:
- Duluth (Hermantown YMCA) Tuesday, September 9, 10 a.m. – 12:30 p.m. (**Registration closes the end of day TODAY, 9/3/2025**)
- Twin Cities (Brookdale Public Library): Wednesday, September 17, 10 a.m. – 12:30 p.m.
- Mankato (Blue Earth Historical Society): Thursday, September 25, 10 a.m. – 12:30 p.m.
- Saint Cloud (Saint Cloud Public Library): Monday, September 29, 1 p.m. – 3:30 p.m.
 - Online versions on September 18 and October 2
- Registration information is on the homepage of Assister Central.

Health Insurance Company Webinars



Hear directly from the health and dental carriers offering plans through MNsure in 2026:

- Humana, Monday 9/15 at 10:00 a.m.
- Companion, Monday 9/15 at 12:00 p.m.
- Medica, Thursday 9/18 at 10:00 a.m.
- Quartz, Monday 9/22 at 10:00 a.m.
- Dentegra, Monday 9/22 12:00 p.m.
- HealthPartners, Tuesday 9/23 at 12:00 p.m.
- Delta Dental, Tuesday 9/23 at 10:00 a.m.
- UCare, Tuesday 9/30 at 10:00 a.m.
- Guardian, Tuesday 9/30 12:00 p.m.
- Blue Cross Blue Shield/BluePlus, Tuesday 9/30 at 3:00 p.m.

Links to attend the webinars will be available on Navigator One Stop under “Meetings and Webinars.” No pre-registration required.



Thank You for Attending!

Please submit any questions via chat.

