



# Broker Webinar

April 9, 2026, 12:00 p.m.

The webinar is not being recorded, but this PowerPoint will be available on Assister Central

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



# MNsure's Technology Modernization

- MNsure's enrollment and eligibility platform is undergoing a major modernization effort that will strengthen the experience for consumers, partners, and MNsure staff by offering a more reliable, efficient, and easy-to-use platform.
- The new MNsure Eligibility and Enrollment System (MN-EES) will fully integrate the account creation, application and enrollment process for qualified health plan (QHP) consumers.
- Medical Assistance and MinnesotaCare will continue to use the current eligibility system (METS).
- There will be "no wrong door" to coverage as METS and MN-EES will share data to route Minnesotans to the right place.

# Full-Service MNsure Portal for Brokers

- MNsure's new system offers a new portal for broker partners that will provide full-service access to support clients and manage your book of business.
- Brokers will be able to establish an online AOR with **every** QHP client and support them through their MNsure portal – even paper applications!
- Consumers and brokers will be able to connect in more ways:
  - Consumers with a MNsure account can send a request to work with a broker through the new assister directory to create an association.
  - Brokers can connect by creating an account for a new consumer.
  - Brokers can initiate an association with a consumer who has already submitted an application.

# Supporting Your Clients

- Provide **full-service support** to clients through your MNsure portal, including creating accounts, submitting applications, uploading verifications, reporting changes, correcting applications, opening special enrollment periods, viewing notices, and creating tickets.
- Have **complete insight** into the status of your clients, including being able to search clients based on fields like who has outstanding verifications, who needs to select a plan, who is nearing Medicare age, whose SEP windows are closing, and much more.
- More flexibility to **manage your book of business**.
  - Brokers/agencies can download their client list on demand.
  - Agencies can quickly move clients or a full book of business between agents.
  - MNsure staff can easily move a book of business between agencies.

# Multiple Portal Roles

---

- Broker portal: Allows brokers to work directly with consumers to apply, enroll and manage coverage. All certified brokers will be required to use their portal account to support their MNsure clients.
- Agency Manager portal: Oversees all brokers in an agency, manages the agency's full book of business, and supports their own clients.
- Support Staff portal: Provides administrative and full client support for agency brokers, except for taking actions on enrollments.

# New Training Requirement

---

- Updated Data Privacy and Security, Compliance and Ethics course is **now available** in the MNsure Learning Center.
- All certified brokers and support staff are required to complete this course.
- Why? MN-EES offers partners enhanced capabilities to support QHP-eligible consumers. The training is required for brokers to be granted access to the new MNsure portal.
  - June 1: Deadline to complete this training to qualify for “migration” into new MNsure portal. Once completed, this course will not need to be retaken for annual recertification.
  - October 15: Deadline to complete this training for annual recertification.

# Updated Information Required

- MNsure's new system will require consumers and certified partners to have a unique email address for creating an online account.
  - Agencies should review the "General Information" section for staff in the Broker Agency Management Program (BAMP) to make sure everyone's email address is current and can be accessed by staff.
  - Please update any "Inactive" brokers or support staff!
  - MNsure is engaging in multiple strategies to update emails for existing consumers to ensure a smooth migration experience.
- Agencies will need to update BAMP to assign someone to the new Agency Manager portal role. More instructions will be sent to agencies administrators.

# Timeline

---

- April: All broker agency staff should complete the 2027 Data Privacy and Security, Compliance and Ethics course in the MNsure Learning Center. Complete the training by June 1 to ensure smoothest migration experience.
- May and June: MNsure will offer webinar trainings on the new system, including the consumer experience and MNsure portal roles.
- June: MNsure will migrate currently certified brokers and their active book of business from METS to MN-EES.
- Early July: MNsure's new system will be live and eligible brokers (those who have completed training requirements) can access their MNsure portal and support QHP clients.



# Thank You for Attending!

*Please submit any questions via chat.*

