



Navigator/CAC Statewide Webinar

August 5, 2026, 12:30 p.m.

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

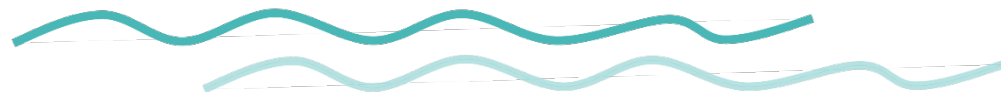
During the webinar, please use the “chat” feature to submit questions.

Announcements



MNsure is announcing a change to our previously announced open enrollment dates.

- The open enrollment period for 2027 will run Sunday, November 1, 2026, through Friday, January 15, 2027.
- Tuesday, December 15, 2026, is the deadline for enrolling for coverage to begin January 1, 2027.
- Plan selections made from December 16 to January 15 will be for coverage starting February 1, 2027.



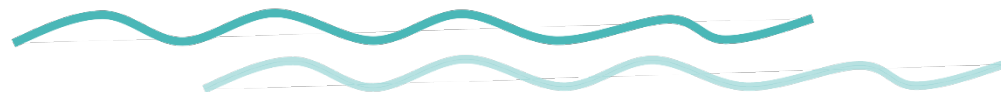
Announcements



MNsure Contact Center, Assister Resource Center (ARC) and Broker Service Line will be closed on Thursday, August 6, 2026, for an all-day employee training event.

MNsure is in process of scheduling our fall assister assemblies and carrier presentations, watch for announcements in the next few weeks with dates and times.

In addition to the assister assemblies, MNsure will offer training opportunities to ensure that assisters are comfortable working in the new system(s) before the start of OE.

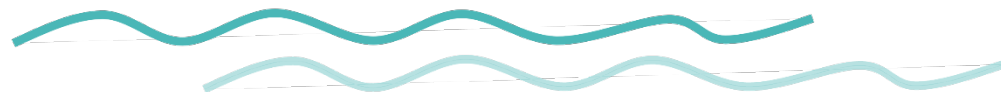


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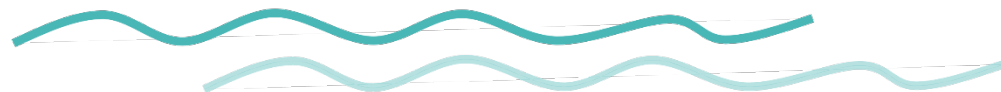


Recertification 2027



All assisters will need to complete the required trainings for re-certification for OE 2027

- 2027 Data Privacy and Security Course – available Spring 2026
- 2027 Introduction to MN-EES – available September 2026 (date TBD)
 - Completion date—October 2026 (date TBD)



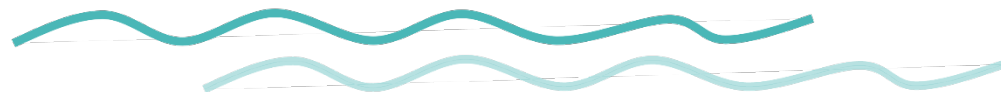
Navigator Payments in MN-EES



Starting July 1, to get per-enrollee payments for a QHP consumer, you will need to be associated with that consumer in MN-EES.

This is a change from the old process which required an association with the consumer either on the application in METs or with a case association form.

Due to some difficulties during migration, we are accepting case association forms for these cases, if you are unable to associate with a consumer in MN-EES due to technical reasons.

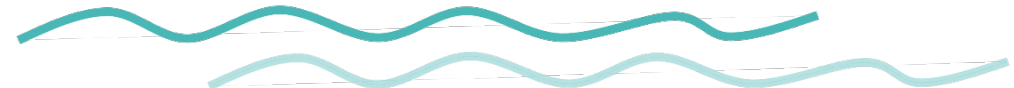


Navigator Payments for in MN-EES



Navigator Action	Method(s) of Associating for Payment
Assist a consumer with submitting an online application that results in an active QHP eligibility* determination (with or without financial assistance).	•Mnasure Assister Portal
Assist a consumer submitting an online application or SEP in MNEES that results in an active QHP eligibility* (with or without financial assistance).	•Mnasure Assister Portal
Assist a new consumer with an active QHP eligibility select a plan during open enrollment (if the consumer submitted an application prior to working with the navigator).	•Mnasure Assister Portal
During open enrollment, assist a renewing consumer with an active QHP eligibility select a plan for the new year.	•Mnasure Assister Portal
IN METS--Assist a consumer with adding a new member to the household who is applying for coverage, which results in an active QHP eligibility.	•Mnasure Assister Portal
IN METS--Assist a consumer with changing a non-applicant to an applicant, which results in an active QHP eligibility.	•Mnasure Assister Portal

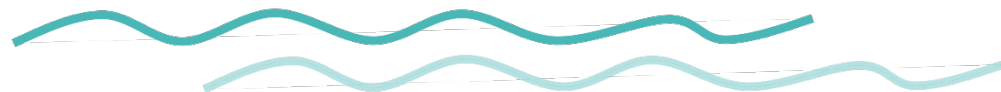
***Active QHP eligibility:** eligibility where a consumer's application or SEP has been processed and plan shopping is open in MN-EES.



Creating an Authorization in MN-EES



- The MNsure system offers options for how a consumer can authorize an assister:
 1. The consumer can initiate an authorization using the new MNsure Assister Directory.
 2. An assister can initiate the authorization by searching for an existing consumer.
 3. An assister can initiate the authorization by creating an account for a new consumer.
- Once associated, an assister can access the consumer's account to:
 - Apply for coverage.
 - Update or correct an application.
 - Enroll a consumer or manage their enrollment.
 - Upload verifications and other documents.
 - View all notices



Consumer-Initiated Authorization



- If the consumer is logged into their MNsure account, they begin an authorization by finding the assister through the Assister Directory and sending an electronic request to work with them.
- If the assister accepts the request, the authorization is completed.
- If a consumer does not have a MNsure account, or is not logged into their account, they can search the directory but cannot initiate an authorization.

Broker Selection

Selecting a broker as your representative allows them to access your account

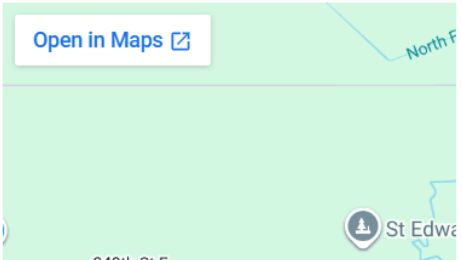
[Back](#)[Search Again](#)[Select Broker](#)



Henry Tudor

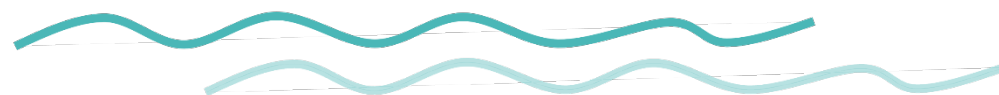
45 Hampton Courtt, London, MN 55418
📞 645-555-1212
henrytudor7@yopmail.com

Languages Spoken

[Open in Maps](#)

Request Submitted

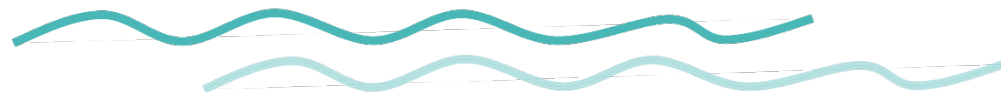
Your request has been submitted to Henry Tudor. They will need to accept your request before they can begin helping you. You will receive a notification in your account's secure inbox when your request is complete. If you need immediate help, you can contact them via phone or email.



Appropriate Steps for Associating



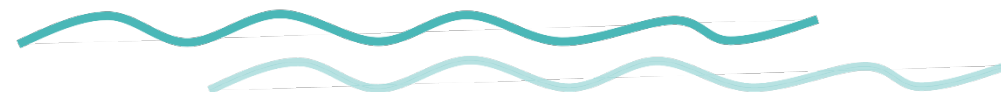
- An assister should **never** log into a consumer's account and set up an association with themselves.
- If an authorization is initiated using the Assister Directory, the consumer must be the one who electronically signs the authorization.
 - Remember: Certified assisters who impersonate consumers will face disciplinary action.
- If the consumer cannot initiate the authorization, an assister may be able to initiate the association with a consumer:
 - By searching for an existing QHP consumer.
 - By creating a MNsure account for a new QHP consumer.



Finding an Existing Consumer



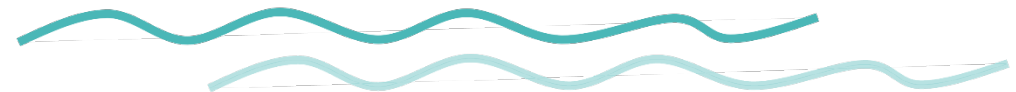
- To initiate an authorization, an assister must first search to see if the household has an application in MNsure's system.
- The consumer's name, SSN and date of birth are required for a match.
- If a match is found, the assister can request to "claim" the household.
- To complete the authorization, the consumer must provide the assister with a verification code they receive via a text, a call, or email (based on the communication preference in the consumer's account settings).
- Note: If a consumer has created a MNsure account, but does not have an active application, the assister will not be able to find the household because MNsure's system does not have sufficient PII to verify a match.



Creating a Consumer Account



- If no match is found, the assister can create an account for the consumer.
- The account holder should always be the responsible person in the household, even if they are not seeking coverage.
- Creating an account for the consumer automatically creates an association between the consumer and the assister.
- Entering an email address for a consumer is optional.
 - If an email is provided, the consumer will get instructions to activate their MNsure account.
 - If no email is provided, the household can contact MNsure at any time to add an email.
- The consumer's identity will not be verified until an application is started.



Questions?

