



Broker Statewide Webinar

September 17, 2026, 12:00 p.m.

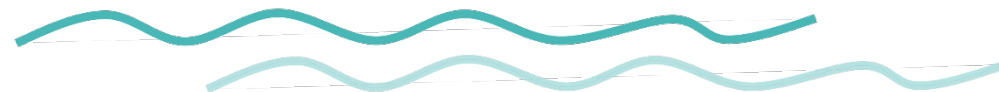
The webinar is not being recorded, but this PowerPoint will be available on available on Assister Central.

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

Reminder: Open Enrollment Dates



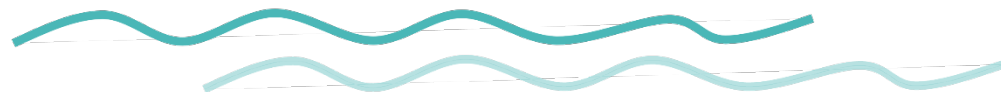
- 2027 Open Enrollment begins Sunday, November 1, 2026, through Friday, January 15, 2027.
 - Tuesday, December 15, 2026, is the deadline for enrolling for coverage to begin January 1, 2027.
 - Plan selections made from December 16 to January 15 will be for coverage starting February 1, 2027.



Broker Service Line Hours (Nov/Dec)



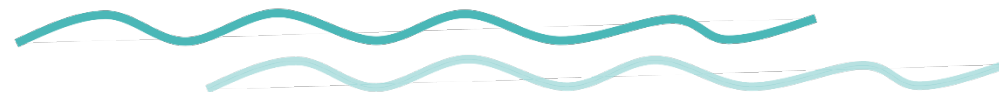
- Sunday, November 1:
 - MNsure Contact Center open 9 a.m. to 2 p.m.
 - Broker Service Line (BSL) will not be open.
- BSL regular hours during open enrollment: 8:30 a.m. to 4:30 p.m. (open 9:30 a.m. on Wednesdays)
- Extended hours begin in December:
 - Weekend extended hours (9 a.m. to 2 p.m.) – December 5, 12 and 13.
 - Weekday extended hours (until 6 p.m.) – December 1, 8, 10, 14 and 15.
- Closed: Weekends in November and November 11, 26 and 27 and December 25.
- Closing early (1 p.m.) – November 25 and December 24.



Assister Assemblies



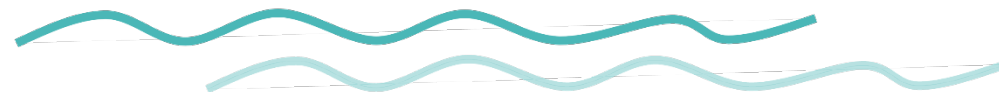
- Alexandria: Monday, September 21 (pre-registration has closed).
- Twin Cities (Brookdale Public Library): Thursday, October 1, 9:30 a.m. to 12 p.m. (register soon!)
- Online opportunities (link to attend on Broker One Stop under “Meetings and Webinars”):
 - Tuesday, September 29, 1:30 – 3 p.m.
 - Monday, October 5, 11:30 a.m. – 1 p.m.
- Final presentation will be posted on Assister Central after the Twin Cities Assister Assembly.



MNsure Hosted Webinars



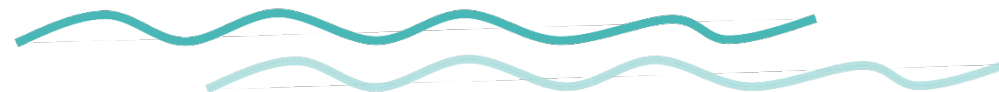
- Health Partners: Wednesday, September 23, 12 p.m.
- Blue Cross Blue Shield: Thursday, September 24, 10 a.m.
- Dentegra (Dental): Thursday, September 24, 3 p.m.
- Guardian (Dental): Monday, September 28, 10 a.m.
- Companion (Dental): Monday, September 28, 12 p.m.
- Delta Dental (Dental): Monday, September 28, 3 p.m.
- Medica: Wednesday, September 30, 12 p.m.
- Quartz: Wednesday, September 30, 3 p.m.



MN-EES “Office Hours”



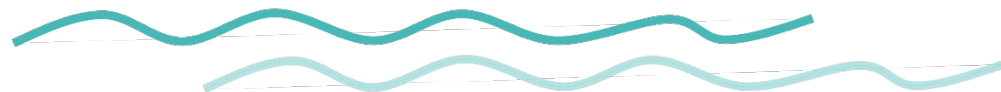
- “Office Hours” are one-hour sessions with a short focusing on frequently asked questions and then an extended opportunity for you to ask questions about MN-EES, including live demos of common tasks.
- Broker Manager/Support Staff Office Hours: Tuesday, October 6, 2 p.m.
 - This session is for those with the “Manager” or “Support Staff” roles in MN-EES, explaining the functionality and demonstrating how to complete tasks.
- Broker Office Hours: Wednesday, October 14, 2 p.m.
 - This session is for all brokers, explaining the functionality and demonstrating how to complete tasks.



Recertification Requirements



- Recertification training requirements must be completed by Thursday, October 15, or your certification will be suspended.
 1. MNsure Assister Data Privacy, Security, Accessibility, Compliance and Ethics
 2. **NEW: Role-Based: Introduction to MN-EES (2 CE) – released last week!**
- Recertification information has been emailed directly to all currently certified individuals.



New Course: Introduction to MN-EES



- New content covers provides a thorough overview of MNsure's new eligibility and enrollment system.
- New format allows you to learn at your own pace, skimming areas you already know and focusing on areas that are unfamiliar.
- In the final assessment, you will see immediate feedback to help you learn the material.



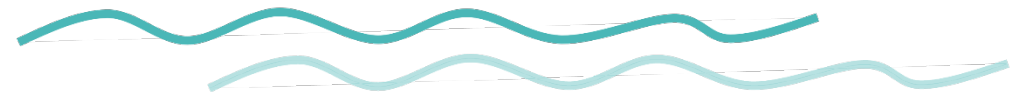
Course Lessons

1	Course Introduction
2	Account Management
3	The Application Process
4	Eligibility
5	QHP Enrollment
6	Tickets and Verifications
7	Application Updates

Pre-Open Enrollment Activities



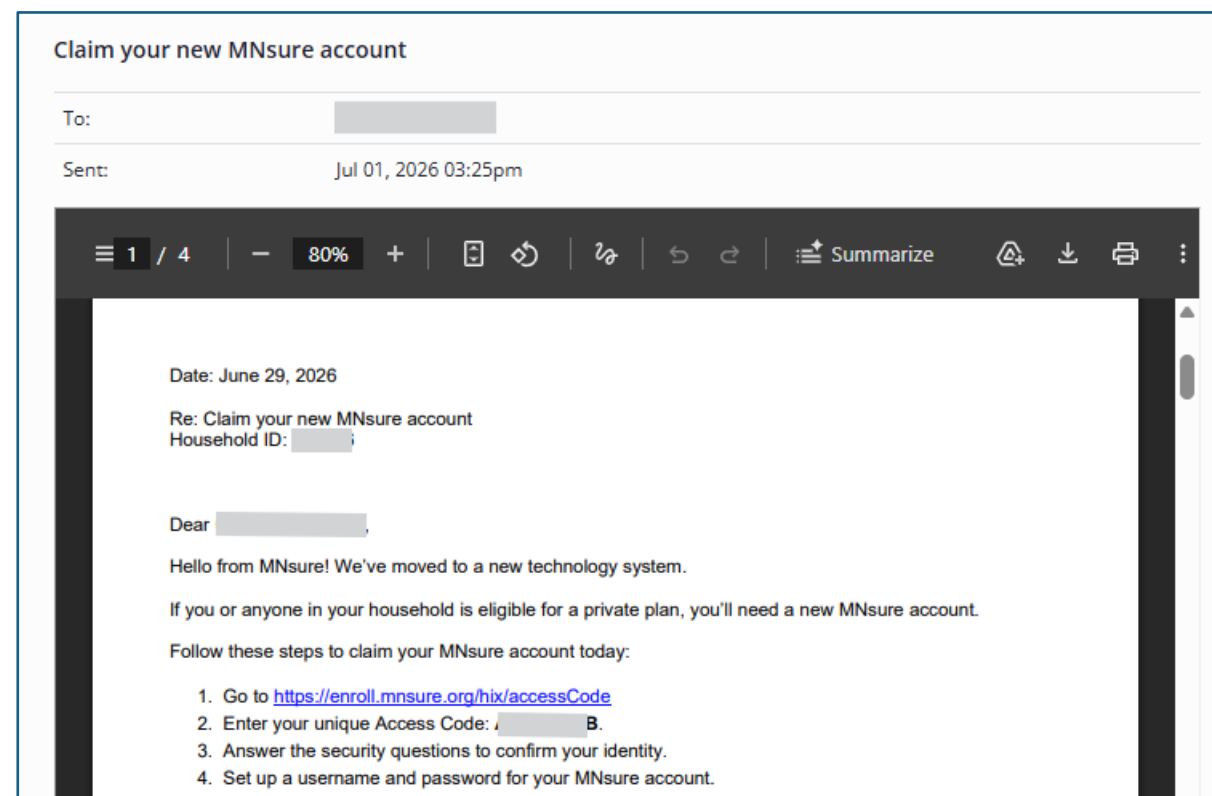
- FTI notices: MNsure needs a consumer's permission to access their tax returns (federal tax information) to update their eligibility for 2027.
 - Notices to households whose "FTI authorization" is expiring will be mailed soon.
 - Consumers can update that authorization by editing their application through their account.
 - Consumers will also have an option to mail in an authorization form.
- Claiming Accounts: Consumers are strongly encouraged to claim their new MNsure account prior to open enrollment.
 - MNsure will be emailing enrolled consumers a reminder to claim their new account.
 - The reminders will come through GovDelivery, not from the MNsure (MN-EES) system.
 - Consumers are instructed to use an access code that was emailed/mailed to them separately.



Activating a Consumer Account



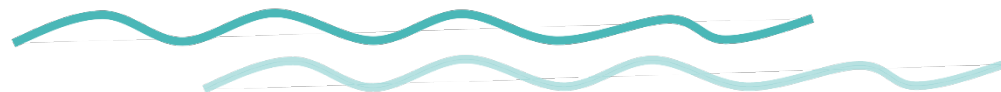
- The notice may contain a link to activate the account, but more likely has a unique Access Code.
- If there is an Access Code, have the consumer navigate to <https://enroll.mnsure.org/hix/accessCode> to enter the code and activate their account.
- Consumers should contact the MNsure Contact Center for help with accessing their account.



QHP Renewal Timeline



- Early September: Pre-renewal notice.
- October 1: Anticipate plan and rate information for 2027 will be finalized and announced by the Minnesota Department of Commerce.
- October 15: Anticipate 2027 plan information can be previewed through MNsure's plan shopping tool.
- Mid-October (approximate): Consumers with an active application in MNsure will have their eligibility updated for 2027.
- Late October (approximate): 2027 enrollment updated.
 - Currently enrolled consumers will be auto-renewed in the same or similar plan for 2027.
 - 2027 enrollment information will be viewable in the consumer's account.
 - 2027 enrollment information is sent to carriers.



Reporting Medicare Eligibility



- If an enrolled household member is nearing 65, update the application to report the change in the month preceding the Medicare start date.
- If they indicate they don't want coverage to continue after the Medicare start date, MNsure will term their QHP the last day of the month prior to the provided Medicare start date.
- If they want to maintain any dental coverage, call MNsure for assistance.

Other Non-Employer Health Coverage

Is **Kind Bar** currently enrolled in Medicare, or will be enrolled in the next 3 months? * [Learn more](#)

☒ Yes

☐ No

Enter **Kind Bar's** Medicare start date * [Learn more](#)

Month Day Year

12

01

2026

How should **Kind Bar's** Marketplace coverage be handled once Medicare starts? * [Learn more](#)

☒ **Keep Marketplace until Medicare starts** — Kind Bar's Marketplace plan will remain active until Medicare begins, then end automatically.

☐ **Keep Both Plans (Dual Coverage)** — Kind Bar wants to keep Marketplace coverage active even after Medicare begins.

☐ **End Marketplace Coverage Now** — Kind Bar does not need Marketplace coverage and wants it to end now (if currently enrolled).

What are your questions?

