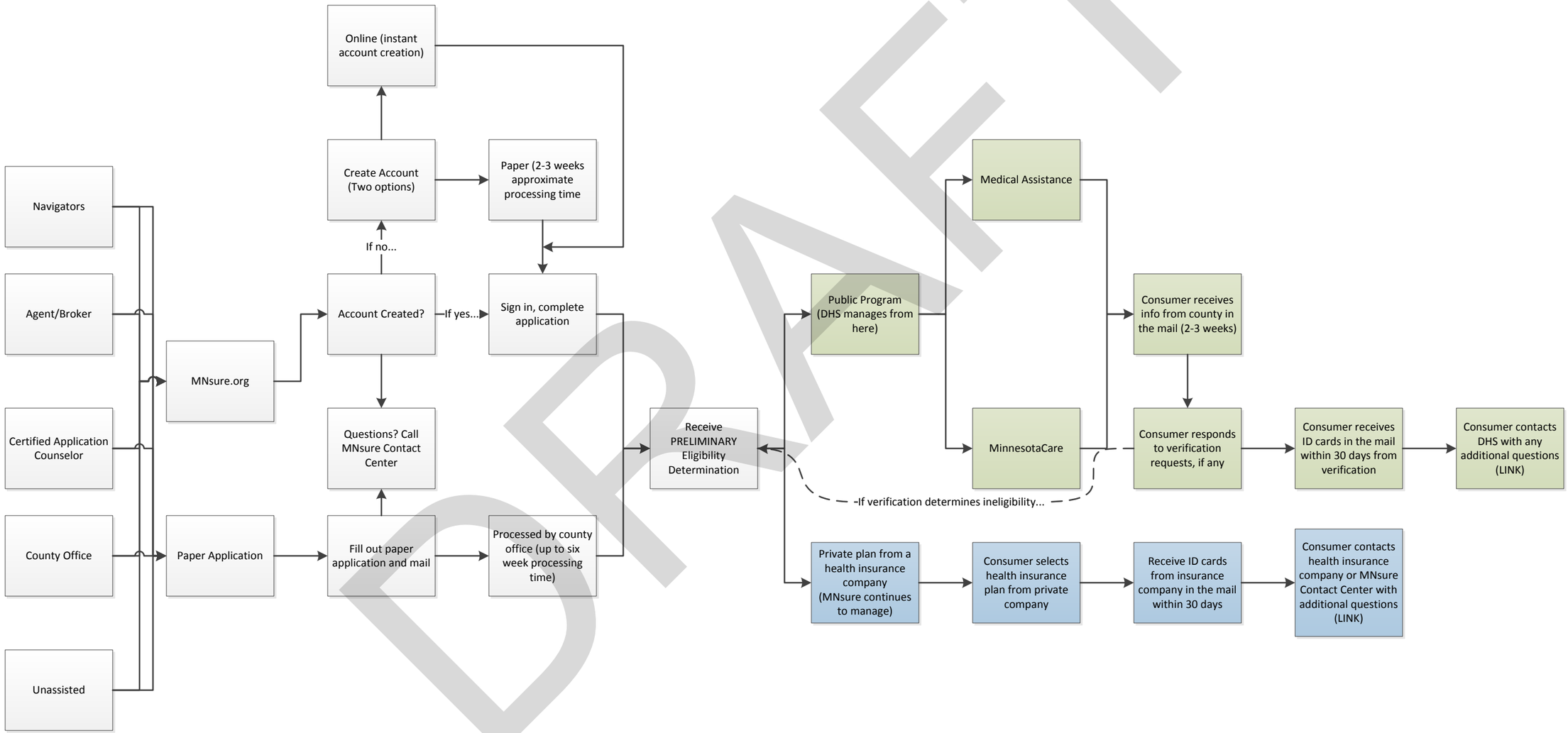
Navigators
Agent/Broker
Certified Application Counselor
County Office
Unassisted
MNsure.org
Paper Application
Online (instant account creation)
Create Account (Two options)
Paper (2-3 weeks approximate processing time)
If no...
Account Created?
If yes...
Sign in, complete application
Questions? Call MNsure Contact Center
Fill out paper application and mail
Processed by county office (up to six week processing time)
Receive PRELIMINARY Eligibility Determination
Public Program (DHS manages from here)
Medical Assistance
MinnesotaCare
Consumer receives info from county in the mail (2-3 weeks)
Consumer responds to verification requests, if any
Consumer receives ID cards in the mail within 30 days from verification
Consumer contacts DHS with any additional questions (LINK)
-If verification determines ineligibility...
Private plan from a health insurance company (MNsure continues to manage)
Consumer selects health insurance plan from private company
Receive ID cards from insurance company in the mail within 30 days
Consumer contacts health insurance company or MNsure Contact Center with additional questions (LINK)

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