



Manual Account Creation Request Process for Assisters

MNsure is only able to send the account credentials to one place, either an email OR a mailing address. However, we have developed a procedure to make sure both a consumer and the assister (if authorized by the consumer) can access account credentials.

Procedure:

1. MNsure will email the account credentials to the email address the consumer lists as their email address on the form.
2. If no consumer email address is provided, but there is an assister email address, MNsure will email the credentials to the assister email address (note that in this situation, the consumer will not receive the information in either mail or email format).
3. If there is no consumer email address or assister email address, then MNsure will mail the credentials to the mailing address.

Please note that in any circumstance:

- A consumer can call the MNsure Contact Center to request their credentials.
- If an assister's name is listed on the form, they can call the ARC to request the consumer's credentials.

Here are tips for how to complete the form, depending on how the consumer would like to get their credentials:

- If the consumer would like the account credentials emailed to themselves, but would like to authorize the assister to see the credentials as well (the assister can contact the ARC to request the credentials):

Online Account Request Form

In order to create an online account, MNsure needs to verify your identity to an appropriate assurance level. If you were not able to answer the remote identity proofing questions in the online account creation process, you may submit identity documents by mail. Send copies only. **Do not send your original documents.**

Person requesting a MNsure account:

First Name: Middle Name:
Last Name:
Phone:
Street Address:
City, State, Zip:
Email:

Consumer enters their address and email address on the form. The credentials will be emailed to the address listed here.

I am working with a MNsure Community Assistance Partner and authorize my credentials to be shared with at the following email address:

Assister enters their name on the form. Entering the email address is optional. The credentials will not be emailed to the assister, but the assister can contact the ARC to request them.

- If the consumer would like the credentials mailed to an address, but would like to authorize the assister to see the credentials as well (the assister can contact the ARC to request the credentials):

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Person requesting a MNsure account:

First Name: _____ Middle Name: _____
 Last Name: _____
 Phone: _____
 Street Address: _____
 City, State, Zip: _____
 Email: _____

I am working with a MNsure Community Assistance Partner and authorize my credentials shared with _____ at the following email address: _____

Consumer enters their address on the form. Do not enter an email address. The credentials will be mailed to the address listed here.

Assister enters their name on the form. Do not enter an email address. The credentials will not be sent to the assister, but the assister can contact the ARC to request them.

- If the consumer would like the credentials emailed to the assister. Note that in this case, the consumer will not receive the credentials (the consumer can call the MNsure Contact Center to request their credentials):

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Person requesting a MNsure account:

First Name: _____ Middle Name: _____
 Last Name: _____
 Phone: _____
 Street Address: _____
 City, State, Zip: _____
 Email: _____

I am working with a MNsure Community Assistance Partner and authorize my credentials shared with _____ at the following email address: _____

Consumer enters their address on the form. Do not enter an email address. The credentials will be NOT BE mailed to the address listed here.

Assister enters their name AND email address on the form. The credentials will be emailed to the assister. The consumer will not receive a copy of their credentials.