



## **September 19, 2013**

MNSure has been busy preparing for the October launch of Minnesota's new health insurance marketplace. We are working diligently to create and deploy the policies and processes necessary to train and certify consumer assistance partners.

### **Training**

We anticipate the training required to become a certified MNSure partner will begin yet this week with final certification courses becoming available by the end of next week. This basic training will continue to be updated and supplemented with additional courses and will be available online on an ongoing basis. Specific instructions will be forwarded to staff at organizations who have provided training rosters by the end of this week, enabling them to begin taking the courses online. If your organization has not yet provided a roster, as soon as we receive it we will inform staff via email when they are able to access the courses.

### **Background Checks**

In addition to completing training, there is an additional step that will need to be completed prior to becoming certified with MNSure. A background check for all individuals serving as a consumer assistant will need to be completed prior to accessing MNSure. We are currently working to finalize the most effective and efficient process to complete these checks and will be communicating this to you as soon as possible.

### **Contracts**

The final step needed prior to begin providing services to consumers will be to ensure the Professional and Technical contract between MNSure and your organization has been completed.

Once the contract has been executed and MNSure has verified that a consumer assistance partner has successfully completed the training as well as passed the background check, we will issue a unique MNSure ID which will serve as official notice of certification. In addition, they will be added to the MNSure Assister Directory which will be available on the MNSure website.

We realize this is a busy time and a very tight timeframe, but we anticipate many consumer assistance partners will be able to begin providing outreach and educational services to consumers by October 1. All of the steps above can be completed in parallel. However, we do acknowledge certification will not be completed for all individuals by that date. Be assured the process outlined above is a continuous cycle and we will be working to support you through this process as expeditiously as possible in the order we receive your completed documents.

We will continue to provide weekly updates as well as post updated information onto our website.

We appreciate your patience and look forward to working with you in the coming weeks.