



October 11, 2013

Update

As of today:

- The MNsure Assister Directory lists:
 - 69 individual Navigators
 - 1600+ individual Brokers
- 57 of 300+ MNsure Navigator contracts have been fully signed
- 620 MNsure Background Checks have been completed
- 663 Navigators have 'mastered' both MNsure training courses

Training

If you have staff updates or additions, please resubmit your navigator training roster, make the changes and highlight them. We will update the information and create training accounts for new staff.

We are offering an optional course for those who are interested in learning more about agents and brokers and SHOP. This course will be listed in your Learning Plan but is not required:

- MNSNAVOPT: MNSURE NAVIGATOR/ASSISTOR OPTIONAL COURSE

The two courses required for certification are:

- MNSNAV01-MNSURE NAVIGATOR: COURSE ONE MNSNAV201
- MNSURE NAVIGATOR: COURSE TWO

Both knowledge assessments must be passed with a minimum score of 70%.

Background Checks

Background check information and forms were sent to each organization's primary contact via a secure email. If you have not received the background check form from that individual, please follow -up with them.

Even if a background check has been completed through your organization as a condition of employment, each individual employee wishing to become a MNsure certified consumer assistant must complete a background check through MNsure.

Certification

To complete certification:

- Your organization must have a fully signed agreement with MNsure
- You must complete the MNsure Background Check
- You must complete MNsure's online training

Once certification is attained, you will receive an email from us confirming your certification and providing you with your MNsure Certification ID.

In addition, you will be listed in the [Assister Directory](#) organized by county and zip code:

- Certified Application Counselors and county staff will not be listed at this time.
- We will continue to update the MNsure Assister Directory on Tuesdays and Fridays.

Resources

Attached are two tools that may be helpful to you.

- Tips for Individuals to Apply Through MNsure
- MNsure Online Application Tips

Information on reporting fraud can be found here: <http://www.mnsure.org/help/fraud-reporting.jsp>.

State Coverage Initiatives is offering a series of [State Network "Assisting the Assisters"](#) webinars. We encourage you to take advantage of these free webinars:

- APTC Reconciliation
- Plan Selection Assistance

Every individual seeking MNsure certification at this time should receive this email. If you have a colleague that is seeking MNsure certification that does not receive this email, please send us their correct email address. We have received many undeliverable emails. Please ensure all email addresses are documented correctly on all applications and rosters to ensure timely attention and movement through the application and certification process.

Further Info/Help

If you need answers and/or help

- email the Assister Contact Center: navigators@mnsure.org
- or call 1-855-3MNSURE (1 -855-366-7873), press 1-8-1