



October 15, 2013

Question and Answer Session for Partners:

Please mark your calendars for a video conference on October 30, 1:30 – 3:30. This will be a Question and Answer session for navigators. Please watch for more information about the locations that will be available. Due to limited space, we request that only one person per organization attend.

If you have questions, please submit them in an email to navigators@mnsure.org and note "Q/A – 10/30" in the subject line. We will collect them and will plan to answer as many as possible during the allotted time.

Update

As of today:

- The MNSure Assister Directory lists:
 - 79 individual Navigators
 - 1600+ individual Brokers
- 57 of 300+ MNSure Navigator contracts have been fully signed
- 707 MNSure Background Checks have been completed
- 717 Navigators have 'mastered' both MNSure training courses

Certification

You will receive an email from us confirming your certification and providing you with your MNSure Certification ID.

To complete your MNSure 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

Your organization's agreement must go through several steps once it reaches MNSure. We are moving the agreements through these steps as quickly as possible.

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.

Background Checks

Background check information and forms are attached to this communication. Please be sure to check one of the boxes on the form. If you do not, we will send it back to you and this will delay the certification process.

Resources

- The Insurance Affordability Programs Manual referenced in training materials, is now available:

A new health care eligibility manual, called the [Insurance Affordability Programs Manual \(IAPM\)](#), has been developed by the Department of Human Services. The purpose of this manual is to provide the reader with a general understanding of new eligibility policy under the Affordable Care Act for Medical Assistance, MinnesotaCare, and Advanced Premium Tax Credits (APTC). Presently, the IAPM does not include policy for Medical Assistance (MA) for people age 65 or older, disabled or blind or MA for specific populations. Continue to refer to the [Health Care Programs Manual](#) for eligibility policy for these programs. Over the next few months, remaining policy in the HCPM will be migrated to the IAPM.

- If consumers are experiencing issues creating an account, please contact the MNsure contact center at 1-855-3MN-sure (366-7873).
- Collateral materials will be available to your organization once we execute your agreement. Information about this process will be emailed to the primary contact that was submitted on your Consumer Assistance Partner application.
- 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