



October 22, 2013

Question and Answer Session for Partners:

Please join us for the video conference on **October 30, 1:30 – 3:30**. This will be a Question and Answer session for navigators. Please see the attached document for available locations.

- Due to limited space, we request that only one person per organization attend.
- This is not a webinar, so it is not available online.
- This is replacing the scheduled quarterly MNCAA video conference.

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:
 - 125 individual Navigators
 - 1800+ individual Brokers
- 120 individuals are Certified Application Counselors
- 91 of 300+ MNsure Navigator agreements have been fully signed.
- 1099 MNsure Background Checks have been completed
- 830 Navigators have 'mastered' both MNsure training courses

*Certification email notifications and directory updates will occur on Mondays and Thursdays.

Agreements

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.

To receive 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

Once these steps have been completed, you will receive an email from us confirming your certification and providing you with your MNSure Certification ID.

Training

We must have a training roster from your organization in order to create training accounts for staff and to process background checks.

If you have staff updates or additions to your original roster, please resubmit the form with the changes highlighted. We will update the information and create training accounts for new staff.

Resources

- Training content is available for you to access at any point in time. Simply log-in to [Pathlore](#) with your training ID. Click on “Your Learning Transcript”. Select the course. Review module. Do not “restart” the course or your scores will be reset and it will appear as if you did not completed the coursework required for certification.
- The [Insurance Affordability Programs Manual \(IAPM\)](#).

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.

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

Please (and thank you):

- discontinue use of the email address mnsureca@state.mn.us.
- understand that we are experiencing a high volume of phone calls and emails.
- allow five business days for us to respond to your inquiries.

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.