



**October 25, 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.

We have also added an audio conference line, however, there is limited capacity. Therefore, we ask that only those organizations who do not have access to a video conference site within a reasonable travel distance request this. If you would like to use this line please send your request to [navigators@mnsure.org](mailto:navigators@mnsure.org).

If you have questions, please submit them in an email to [navigators@mnsure.org](mailto: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.

- 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.

### **Update**

As of today:

- The MNSure Assister Directory lists:
  - 325 individual Navigators
  - 1900+ individual Brokers
- 135 individuals are Certified Application Counselors
- 160 of 300+ MNSure Navigator agreements have been fully signed
  - 118 Professional / Technical contracts have been executed
  - 42 Data Sharing Agreements have been executed
- 31 additional agreements have been received and are moving through the execution process
- 1216 MNSure Background Checks have been completed
- 921 Navigators have 'mastered' both MNSure training courses
  - 693 Navigators have completed both training and background checks. Certification email notifications and directory updates occur on Mondays and Thursdays.

### **Agreements**

Your organization's agreement must go through several steps once it reaches MNSure.

This process requires several business days.

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 (\*New)

\*Watch for a training document that will walk you through the application using screenshots. We hope to provide this to you next week.

**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](mailto: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](mailto:mnsureca@state.mn.us).
- understand that we are experiencing a high volume of phone calls and emails.
- Allow five to seven 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.*