



**October 29, 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).

- 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:
  - 349 individual Navigators
  - 1900+ individual Brokers
  - 136 individuals are Certified Application Counselors
- 160 of 300+ MNSure Navigator agreements have been fully signed
- 122 Professional / Technical contracts have been execute
- 42 Data Sharing Agreements have been executed
- 33 additional agreements have been received and are moving through the execution process
- 1232 MNSure Background Checks have been completed
- 954 Navigators have 'mastered' both MNSure training courses
- 725 Navigators have completed both training and background checks.

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

**Background Checks**

It has been determined that the Background Study form that was being used for MNSure certification needed additional information. Those individuals who have submitted that form and cleared the background check will not need to submit a new form. They have been sent

an email informing them of this.

Those who have either submitted the form but it has not yet cleared, or have not yet submitted a form, will need to do so using the attached updated form (dated 10.28.13 in the lower right corner). They have also been sent an email with the form and instructions.

Attached are the form and instructions for your reference.

## **Agreements**

We will be reaching out to organizations this week from whom we have not yet received their agreement.

## **Training**

If you have submitted requests for training accounts for new staff, please understand that this takes some time. We will send the training account information directly to the individuals when their accounts have been created.

## **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.*