



**November 5, 2013**

## **Update**

As of today:

- The MNSure Assister Directory lists:
  - 402 individual Navigators
  - 2000+ individual Brokers
- 177 individuals are Certified Application Counselors
- 168 of 300+ MNSure Navigator agreements have been fully signed
  - 125 Professional / Technical contracts have been executed
  - 43 Data Sharing Agreements have been executed
- 1344 MNSure Background Checks have been completed
- 1070 Navigators have 'mastered' both MNSure training courses
  - 853 Navigators have completed both training and background checks.

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

## **Training**

The Assister Resource Center will be closed Monday, November 11 for the Veteran's Day holiday.

## **Training**

We are aware that the resources links from the navigator training courses are not working properly. We apologize for the inconvenience and will notify you when the issue is resolved.

We are encouraging our partners to take another optional course. This is coursework provided to county financial workers, but may be helpful to navigators.

- MNSNAV301-MNSURE NAVIGATOR: COURSE THREE

The other optional course for those interested in learning more about agents, brokers and SHOP is also still available:

- MNSNAVOPT: MNSURE NAVIGATOR/ASSISTOR OPTIONAL COURSE

Both courses will be listed in your Learning Plan but are not required.

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)**

- \*The [Navigator Manual](#) is now able to be printed. Please refer to the [Navigator Resource page](#) for the manual and other helpful resources and information.
- We hope to post the Q/A from the video conference this week. Please watch for this in Friday's communication.

### **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.*