



**November 8, 2013**

## **Update**

As of today:

- The MNsure Assister Directory lists:
  - 434 individual Navigators
  - 2000+ individual Brokers
- 198 individuals are Certified Application Counselors
- 177 of 300+ MNsure Navigator agreements have been fully signed
  - 130 Professional / Technical contracts have been executed
  - 47 Data Sharing Agreements have been executed
- 1417 MNsure Background Checks have been completed
- 1141 Navigators have 'mastered' both MNsure training courses
  - 929 Navigators have completed both training and background checks.

Attached is a MNsure Metrics document which includes various statistics for MNsure for the month of October.

## **Announcements**

The Federal hub will be down for maintenance on Monday. Therefore, MNsure will be taking the secure site down on Monday like we do on Sunday. We will leave anonymous shopping open. We will be updating the MNsure.org home page with a message as well.

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

Due to the holiday, the next certification will not occur until Tuesday.

## **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 the following optional courses:

- MNSNAV301-MNSURE NAVIGATOR: COURSE THREE
- MNSNAVOPT: MNSURE NAVIGATOR/ASSISTOR OPTIONAL COURSE

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

### **Resources (\*New)**

- \*Attached is the Q/A document from the October 30th video conference. If you do not see your question listed, it was either answered via another question or we are still working on finding an answer. It is our intention to post this on the [Navigator Resource Page](#) and to continue to add information to it.
- \*We have heard from the community that the income question on the online application is unclear. In order to clarify, new text has been added to describe the different types of income that is counted for eligibility and additional language and flow changes are in progress for future deployment.

### **Assister Resource Center**

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