



Helping Clients Share Stories with MNSure & Other Parties

As agents of MNSure and DHS, navigators are subject to government data practices laws. This means the information you receive from a client is protected data, including information that a client participated in MNSure or a public program. Therefore, to ensure compliance with data practices laws, we ask that you use the following forms and processes when presented with a client who wants to share their story.

Please note that navigators can help clients share their stories without these forms by simply encouraging them to contact MNSure or a third party, like a media outlet or organization, directly.

For helping a client share their story with MNSure, please use the following forms:

1. MNSure and the Minnesota Department of Human Services Request to Release Private Information for Public Purposes, see attachment.
2. Case Histories, see attachment.

Once the forms are complete, they should be sent to MNSure via a secure email. Therefore, to request a secure email from MNSure, please send an email to communications@mnsure.org. Do not retain any copies of these forms once they have been sent to MNSure and do not otherwise use or disclose any of the information collected on these forms. If you have any questions, please email them to communications@mnsure.org.

For helping a client share their story with a third party, please use the following form:

1. Request to Release Information From Minnesota Department of Human Services and MNSure, see attachment.

Once the form is complete, please send to the third party so the third party can follow up directly with the client. Please also send a copy of the form to MNSure via secure email. To request a secure email from MNSure, please send an email to communications@mnsure.org. Do not retain any copies of these forms once they have been sent to the third party or MNSure and do not otherwise use or disclose any of the information collected on these forms. If you have any questions, please email them to communications@mnsure.org.