



**November 10, 2014**

**Please carefully review all the announcements in this special navigator communication.**

**MNsure availability this week:**

- Reminder that MNsure's online application and account services will be unavailable from Monday, November 10, at 6:00 pm through Thursday morning, November 13, at 6:00 am to implement final updates for open enrollment.
- The Assister Resource Center (ARC) will be closed on Tuesday in observance of Veteran's Day. The MNsure Contact Center will be open for normal business hours.
- Both the ARC and the MNsure Contact Center will be open this Saturday, November 15, and Sunday, November 16, from 8:00 am to 4:30 pm to provide assistance during the first weekend of open enrollment.

**Act now to extend your navigator contract.** To ensure that navigator contracts are extended prior to the current expiration date of December 31, 2014, complete the attached form and **return to MNsure by November 17** by email ([navigators@mnsure.org](mailto:navigators@mnsure.org)) or fax (651-431-7572). If you do not respond by that date, we cannot guarantee that your organization will have a contract in place effective January 1, 2015. If your organization does not intend to continue as a navigator past December 31, please return the form to ensure our records are updated accordingly. Certified Application Counselor (CAC) contracts do not expire on December 31 and CAC entities do not need to take action at this time. If you have questions, please email [navigators@mnsure.org](mailto:navigators@mnsure.org) and your question will be directed to the appropriate staff.

**Navigator/CAC recertification.** All navigators and CACs must complete recertification by Friday, November 14. **This includes any new assister that has recently completed the certification process.** Any assister that does not complete recertification will not be able to access ARC services beginning November 15.

- If you have completed the first step of the process, but have not received your secure email for the second step, please log back into your training account and click on "Settings" beneath the header at the top of the screen and verify that the Affiliation selected is "MNsure," the Division selected is "None," and the Training Role selected is "Assistor/Navigator/Broker." We will be sending out the next round of secure emails on Wednesday.
- If you are just starting the recertification process, please be sure you carefully follow the instructions in the [Navigator/CAC Recertification Process](#) to avoid making common errors that can delay the process.