



August 6, 2015

## Highlights from this week's communication

- All organizations must submit a new roster by Friday, August 24
- Navigator/CAC recertification launches September 8

## News

**Roster update project begins today!** In preparation for the recertification process that will begin on September 8, we are requiring all navigator and Certified Application Counselor organizations to submit a new organizational roster using a [new roster template](#). The updated roster must be submitted by Friday, August 24 to ensure that your certified staff are eligible to complete the recertification process in September.

Only one roster should be submitted per organization. It should be submitted by the Agency Administrator, Training Coordinator, or Primary Contact for your organization. That designated individual should complete the following steps:

1. Download the new [roster template](#) from the [Navigator/CAC Resource page](#).
2. Complete the roster template with all current staff members, including those who are currently certified, in the certification process, or any new assisters that need to start certification. Also list any staff that are no longer active. There is a new "Current Status" drop-down field you must use to indicate the current status of each assister (continuing, new, remove, update, inactive, reactivate). If you fail to include an assister on your roster that we have listed as active in our records, we will assume that assister is now inactive.
3. Save the completed roster and submit it to the ARC by email to [navigators@mnsure.org](mailto:navigators@mnsure.org).

If you have any questions about this roster update project, please contact the ARC at [navigators@mnsure.org](mailto:navigators@mnsure.org). Thank you for your cooperation in helping to ensure a smoother recertification process and open enrollment period for everyone!

**MNsure navigator/CAC 2015 recertification launches September 8!** All certified navigators and Certified Application Counselors (CACs) will need to recertify prior to the start of the next Open Enrollment period, which begins November 1, 2015. The recertification process will launch on Tuesday, September 8 and will include the required annual privacy and security training.

- **Who needs to complete recertification?** All navigators and CACs who were certified prior to September 8, 2015.
- **When does recertification begin?** Recertification training will be available for you to access beginning September 8, 2015.

- **What is the deadline for completing recertification?** All navigators and CACs must complete recertification no later than Friday, October 30. Those who have not completed recertification by Friday, October 30 will have their certified status inactivated and will no longer be authorized to assist consumers with the application and enrollment process.
- **What do I need to do to recertify for next open enrollment?** MNsure has developed a new Core Curriculum that will be used for internal staff training as well as external partner training. For recertification, navigators and CACs will be required to complete 10 of the Core Curriculum online training modules. You will be required to demonstrate that you've learned the material with a short quiz at the end of each of the modules.
- **How long will the online training take to complete?** Most modules take 30 minutes or less to complete, so the total time commitment should be about five hours. You can take them at your own pace; you can log on, start a course, log off at any point and return again to the page you left.
- **How will I take the online training?** The Core Curriculum modules will be available through the same learning environment, the MNsure Learning Center, where you completed your initial certification courses. As we get closer to the release date you will receive instructions about how to log on to the training.
- **Will I need to complete a new background check for recertification?** No, MNsure will not require an updated background check as part of the recertification process.
- **Will MNsure be offering any in-person training opportunities?** Unfortunately, we are not planning to offer in-person performance support as we did last fall. We know this was a valuable opportunity for our navigators and CACs. This year we are investing considerable resources into redeveloping our required training. In addition to the Core Curriculum launching in September, MNsure is in the process of updating the certification training for navigators, CACs and brokers. When this new online training is completed, it will also be available to currently certified assisters to help refresh and strengthen your skills.

We hope this preview of recertification provides you with enough information to prepare to complete the process in a timely manner. We will provide additional detailed instructions in early September.

## Reminders

**Summer IT release delayed until late August.** MNsure has delayed the major IT release originally scheduled for the weekend of August 8 and 9. The new dates are the weekend of August 22 and 23. As with other major releases, we anticipate that online account and application services will be unavailable for some period of time over that weekend. We will let you know as soon as more details are available.

## Upcoming Events

**Navigator/CAC statewide conference calls.** The statewide conference call provides an opportunity for all assisters to hear program updates, ask questions and provide feedback. The conference call schedule is as follows:

- August 19 – 12:30 – 1:30 pm

- September 9 – 12:30 – 1:30 pm
- September 23 – 12:30 – 1:30 pm

Please note the call-in information has changed:

- Toll-free dial-in number: (888) 742-5095
- NEW conference code: 931 418 7468

### Upcoming MNsure meetings.

- MNsure Board of Directors will meet August 12, 1:00 – 4:00 pm, at MNsure's offices on 81 East 7th Street, St Paul. The meeting is open to the public and will also be broadcast via live-streaming video.
- MNsure Consumer and Small Employer Advisory Committee will meet August 18, 1:00 – 4:00 pm, at MNsure's offices on 81 East 7th Street, St. Paul.
- MNsure Health Industry Advisory Committee will meet August 20, 2:30 – 5:00 pm, at UCare, 500 Stinson Boulevard NE, Minneapolis.

### Program Updates

- **Navigator 2015 1st Quarter Payments.** Navigator organizations received their payments for 2015 1<sup>st</sup> Quarter enrollments last week. We are currently processing the detailed remittance statements for each organization. We apologize for the delay, but we expect to email the statement to your organization's primary contact no later than Friday, August 14.
- **MNsure Navigator/CAC Manual temporarily removed.** We have temporarily removed the MNsure Navigator/CAC Manual from the website as we work to update it. The updated manual will be released prior to Open Enrollment.
- **Certification of new navigators/CACs.** The next round of certifications will begin on August 17. Please remember that in order to be certified, assisters must have completed all the following elements (please note that many individuals experience delays in finalizing their certification because they fail to complete the last two items):
  - Training courses (Course 1 and Course 2)
  - Submit a [Background Study Consent form](#) and pass the background study
  - [MNsure's Data Privacy and Security Standards attestation](#)
  - [Handling MN Information Securely courses](#)
- **Training upload for certification.** The training upload of new assisters into the MNsure Learning Center is being completed twice a month. The next round of training uploads will begin on August 17. Updated rosters submitted by August 15 will be included in the next training upload. Please remember that once we begin processing a batch of training uploads, it may take several days before an individual receives an email with their training information.

### Further Info/Help

If you need answers and/or help:

- email the Assister Resource Center: [navigators@mnsure.org](mailto:navigators@mnsure.org)
- call the Assister Resource Center: 1-844-520-8695 [dial 2]

- check the [Navigator/CAC Resource Page](#)

## Key Word List

The [Key Word List](#) is available as an online document.