



## Lead Agents and Brokers Partnership Solicitation Questions and Answers 9/30/2014

**Q: In the 4th paragraph it states that the Walk in location will have Brokers, Navigators and Assistors available. A MNSure staff member informed me this summer that a MNSure committee determined that navigators and brokers could NOT operate out of the same office.**

A: It is correct to state that agencies cannot hire or otherwise employ in any capacity a navigator. However, an agency can work collaboratively with navigators in their community. There cannot be any direct or indirect compensation or any financial incentive between insurance producers and navigators.

**Q: Right now, we refer MA and MNcare to our Navigator who is not in our office. Would that be acceptable?**

A: If the question is referring to a particular navigator or navigator group that your agency has been working with to support current customers, you have already taken the steps of providing consumers with options. (See more in the next question)

**Q: Would MNSure pair us up with another navigator that would/could be in our office.**

A: We are encouraging producer agencies to seek out navigator resources in their community that might be interested in assisting visitors to the agency. MNSure does not intend to “assign” navigators to any broker agency. For a full list of navigators in your community visit our website: [mnsure.org](http://mnsure.org)

**Q: Does our office fit the physical size of an office that is acceptable for MNSure?**

A: Available facility space will be scored on; accessibility, facility amenities, location and available technologies. The amount of area is a consideration however, there are many factors. No single facility item eliminates a proposal.

Identified below is clarification of items that may be beneficial.

- We streamlined the Solicitation for Partnership Proposals as much as possible. It may look long, but it has been shortened/abbreviated from the original document.

- The **maximum** Marketing and Sales Plan length is 10 pages. Your plan isn't required to be a ten page document. A short description of your plan will suffice.
- You can submit a proposal for consideration even if you do not meet each of the criteria. Simply include as much as you can in your proposal
- All agencies have an equal opportunity for selection. No proposal will be excluded from review.
- The intent of our Solicitation for Partnership Proposals is to provide friendly supportive environment for better consumer focus.
- You do not need to provide funds to the MNsure maximum matching amount.
- If you want to request that only certified insurance agents from your office participate, while you open up to navigators in your community you can include this wording in your proposal.
- We welcome innovative ideas and keep in mind this is a pilot program. We encourage creativity!

The question submittal deadline has past, but you still have time to submit a proposal. The proposal deadline is noon, October 6.