Navigator/CAC Statewide Webinar

The webinar will begin at 12:30.

The webinar is not being recorded, but this PowerPoint will be available on Assister Central

During the webinar, please use the “chat” feature (look for the “chat” image circled below) to submit questions!

July 3, 2019
Recertification for Open Enrollment (OE) 2020
OE 2020 Recertification Requirements

- All navigators and CACs must complete recertification prior to the start of open enrollment (OE).

- Training requirements for OE 2019 (approximately 1 hour):
  - MNsure Data Security and Privacy
  - MNsure Accessibility Compliance and Ethics
  - Achieve a score of at least 80% on the knowledge assessment
OE 2020 Recertification Process

- Recertification training will be available starting in early August
- Once the courses are available, MNsure will email all navigators and CACs instructions for completing recertification, including a reminder of their Unique Key for logging into the Learning Center
- Your agency administrator will be able to confirm your recertification completion through the Agency Management System (AMP).
OE 2020 Recertification Process

- Recertification training requirements must be completed by **Thursday, October 10, 2018** or your certified status will lapse:
  - You will no longer be authorized to assist consumers with the application and enrollment process
  - You will no longer have access to Assister Resource Center (ARC) services
  - Your access to the assister portal will be suspended (if applicable)
  - Navigators will be removed from the online Assister Directory
  - Navigators are not eligible for payment for any applications or enrollments completed after their certification has lapsed

- Suspended assisters will be able to reactivate their certification after the date of their suspension by completing all outstanding recertification requirements.
Resources

- Please visit Assister Central to find the resources related to this presentation.
  - Updated information about current certification and recertification processed can be found in the “Certification and Recertification” section of Navigator One Stop.
  - The Certification and Recertification policies and procedures can also be found on Navigator One Stop.
New Policy and Procedure: Terminating Inappropriate Interactions

- [https://www.mnsure.org/assister-central/shared-resources/joint-policies/inappropriate-interactions.jsp](https://www.mnsure.org/assister-central/shared-resources/joint-policies/inappropriate-interactions.jsp)

- A call or meeting is inappropriate if:
  - There is a threat of physical harm
  - The individual is verbally abusive, including profane or derogatory language
  - The individual discusses matters unrelated to MNsure’s health insurance programs, including unprofessional behavior that causes distress or discomfort
New Policy and Procedure: Terminating Inappropriate Interactions

- Procedure for terminating a call or meeting:
  - Remind the individual that you may end the interaction if inappropriate conduct continues
  - Make at least one more attempt to determine consumer’s issue and assist in resolving it
  - End the interaction if conduct continues. Document the call or meeting and retain the record in case a complaint is filed. The assister can also file a complaint with MNsure.
  - Any threats to or physical harm to MNsure staff or MNsure building should be immediately reported to the Assister Resource Center
Procedure for suspected fraud:

- If the assister suspects a consumer is providing fraudulent information, remind the consumer of the necessity of providing accurate information.
- Continue to provide assistance, but refer any suspected fraud to MNsure for investigation.
- If the consumer acknowledges the information is fraudulent and requests the assister enter the information, the assister can terminate the call or meeting.
- Assisters are advised to document the call or meeting and retain the record. Complaints can be filed with MNsure.
New Policy: ARC Information Sharing

- [https://www.mnsure.org/assister-central/navigator-one-stop/policy-procedures/information-sharing.jsp](https://www.mnsure.org/assister-central/navigator-one-stop/policy-procedures/information-sharing.jsp)

- Clarifies information the ARC can share with assisters without the consumer present (such as income currently on the application)

- Assisters will need to provide three (3) unique identifiers about the consumer (first and last name, date of birth, residential address, email address, last four digits of SSN)

- When calling with a consumer on the line, assisters may use a speakerphone or conference call to enable the consumer to be aware of and understand the actions being requested or taken

- Policy will be effective Monday, July 8, 2019
Thank you!

Use #6 to unmute your line and ask a question. Remember to state your name and organization. Use *6 to remute your line when you are done.

To submit questions via chat, click on the “chat” bubble image on the bottom of your screen to access this feature.