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!

August 5, 2020
DHS Updates
Secure Emails
Secure Email Issues

- The ARC has recently experienced a significant increase in the number of secure emails that are being quarantined as spam or phishing emails.
  - When possible, the ARC releases these emails from quarantine, but it will result in a delay in processing your request.
  - In some cases, the emails are marked as “phishing” and the ARC is unable to release the email. The ARC will notify you and you will need to use an ARC initiated secure email to resubmit.
  - If you do not get confirmation from the ARC of a manual account request or case status request email submission, it was not received.
- To avoid delays, we strongly recommend that you use a secure email initiated by the ARC.
  - Email navigators@mnsure.org with the subject “Secure email request.”
  - These secure emails do not expire and can be re-used.
Recertification for Open Enrollment (OE) 2021
OE 2021 Recertification Requirements

- ALL navigators and CACs must complete recertification prior to the start of open enrollment (OE).
  - This includes any individuals who completed certification recently!
- Training requirements for OE 2021 (approximately 1 hour):
  - MNsure Data Security and Privacy
  - MNsure Accessibility Compliance and Ethics
  - Achieve a score of at least 80% on the knowledge assessment
- The recertification training is available in the MNsure Learning Center now! All certified individuals received an email with recertification instructions on Tuesday.
OE 2021 Recertification Requirements

- When you log into the MNsure Learning Center, you will see other courses which may show a status of “not started or expired” or “in progress.”

- The only course required for **recertification** is MNsure Assisters Data Security, Accessibility, Compliance and Ethics. The other courses (Core Curriculum and Role-Based Training) are only required for new assisters certifying for the first time.

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**learning path**

(01) MNsure Assisters Data Security, Accessibility, Compliance and Ethics 20-21
The courses and associated assessment in this curriculum are MANDATORY for ALL MNsure Assisters

(02) MNsure Assisters Core Curriculum 20-21
2020-21 Required for NEW assisters who are certifying, NOT REQUIRED for annual Recertification

(03) MNsure Assisters Role-Based Training 20-21
Required for NEW assisters who are certifying, NOT REQUIRED for annual Recertification

(04) MNsure Assisters Portal 20-21
Required for all assisters in 2019/2020, optional for Navigators and CACs
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Updated Certification Requirements

- Individuals in the process of certifying will see all courses showing as “not started or expired” when they log in to the MNsure Learning Center.
  - If you were in the PROCESS of taking Core Curriculum or Role-Based Training prior to August 3, but had not passed the assessment, you will need to restart the course and complete the new version.
  - If you COMPLETED Core Curriculum or Role-Based Training prior to August 3 (passed the assessment), you do not need to retake the course even if it shows as “not started or expired.”
  - If you are unsure if you completed the course, your Agency Administrator check if “Core (Older)” or “Role-Based (Older)” show a completion date in AMP.

- Everyone will need to retake the current version (20-21) of Data Security, Accessibility, Compliance and Ethics.
Tips for Completing the Training

Browsers keep updating their code, and the online learning platform isn’t keep up with all of the changes, so these tips will help you avoid the most common issues:

- Launching a course is different depending on the browser you are using. If you launch it incorrectly, your progress won’t be tracked:
  - Google Chrome: Once you get to a Use the “Start course activities” link
  - Internet Explorer: Use the green “Start” button under the “course activities” tab
  - Mozilla Firefox: Either option will work
There are two extra windows that come up as you are completing courses in the learning center. Do not close these windows at any time. Do not close these windows when you complete the course or if you take a break, they will close on their own. Closing these windows will stop your course from recording progress. If this does happen, you will need to clear your cache/cookies and start the course over.
Tips for Completing the Training

- We have broken up the courses into smaller lesson to reduce problems, but if you do need to take a break in the middle of a lesson, close the lesson by closing that window. If the Learning Center times out (after 5-10 minutes), it will not track your progress and you will need to “Restart” the course to get credit.

- In order to get credit for completing the course, you will need to participate in the interactions included in the course. For example, be sure to answer the “Check Your Understanding” questions asked within each course. The course looks at the number of links and slides that were viewed when calculating whether the course was completed.
Confirming Recertification Completion

- MNsure updates training records in the Agency Management Program (AMP) **twice per week**. Please be aware that it may take three to four business days before we have recorded completion of a course.

- Once we have recorded completion:
  - Individuals will receive an email confirmation of their recertification.
  - Agency administrators can confirm staff recertification completion online through the Agency Management Program (AMP)

- Please wait at least **one full week** before contacting the ARC with any questions about recertification completion. All requests must be submitted via email to navigators@mnsure.org (ARC staff answering phones do not have access to recertification status information.)
OE 2021 Recertification Process

- Recertification training requirements must be completed by **Thursday, October 15, 2020** 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.
Account Maintenance Week!

August 10 - 14
The months leading up to open enrollment are a critical time for consumers to make sure they are prepared for the renewal process.

Help MNsure raise awareness of the importance of reporting changes by participating in our “Account Maintenance Week” from August 10 – 14.

We will be sending out a social media toolkit later this week.

Remind consumers to:

- Verify their username and/or password
- Verify their address, phone and email address are current
- Report life changes which include, but are not limited to, a change in job, income or projected annual income
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.