



Navigator/CAC Statewide Webinar

August 4, 2021, 12:30 p.m.

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

Closed captioning is available by selecting the "Multimedia Viewer"

During the webinar, please use the "chat" feature in the lower right-hand corner to submit questions!





MNsure Updates



MNsure Dashboard

| METS Activity, November 1, 2020 – July 18, 2021 | |
|--|----------------|
| Total | 278,469 |
| Medical Assistance Applicants | 112,776 |
| MinnesotaCare Applicants | 23,248 |
| Qualified Health Plan Sign-ups | 142,445 |
| QHP New Consumers | 43,389 |
| | |
| Qualified Dental Plan Sign-ups | 27,817 |

| Financial Assistance – Plan Year 2021 as of July 18, 2021 | |
|--|-----------------|
| Households with Advanced Premium Tax Credit | 58.9% |
| Households with Cost-Sharing Reductions | 11.7% |
| Average Monthly APTC by Household | \$507.15 |
| Cumulative APTC through June 2021 | \$99,557,471.53 |

American Rescue Plan Act (ARPA) Implementation Update

- Phased approach to implementing provisions of the ARPA is complete
 - April 30: Increased APTC for consumers up to 400%
 - June 8: Removed the 400% FPL cap for APTC
 - June 30: Enabled additional benefits for recipients of unemployment insurance (UI)
- \$73 million in additional annual premium savings will be available to enrolled Minnesotans
- Almost \$10 million will be available to those previously ineligible
- Several thousand enrolled members are newly eligible for the UI benefit and lower (or \$0) monthly premiums

The ARC is Hiring!

- The ARC is hiring to fill four open positions on the team:
 - 3 permanent Assister Resource Center Representatives
 - 1 temporary Assister Resource Center Representative
- **Positions were posted today and close August 10!**
- For more information, and to apply, visit the state's career posting website: <https://mn.gov/mmb/careers/>
 - Search Job ID 47797 for permanent positions
 - Search Job ID 47799 for temporary position

Save the Date – Assister Assemblies

- MNsure will offer four opportunities for pre-open enrollment online training. We encourage you to get one of these on your calendar now!
 - Thursday, September 16, 2:00 – 3:30 p.m.
 - Tuesday, September 21, 9:30 – 11:00 a.m.
 - Wednesday, September 22, 12:30 – 2:00 p.m.
 - Wednesday, September 29, 9:00 – 10:30 a.m.



Recertification for Open Enrollment (OE) 2022



OE 2022 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 2022 (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 currently certified individuals received an email with recertification instructions on Monday.

OE 2022 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.

learning path



+ [\(01\) MNsure Assister Data Security, Accessibility, Compliance and Ethics 21-22](#)

The courses and associated assessment in this curriculum are MANDATORY for ALL MNsure Assisters

+ [\(02\) MNsure Assister Core Curriculum 21-22](#)

Required for NEW assisters who are certifying, NOT REQUIRED for annual Recertification

+ [\(03\) MNsure Assister Role-Based Training 21-22](#)

Required for NEW assisters who are certifying, NOT REQUIRED for annual Recertification

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 1, 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 1 (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, click on “your learning transcript” to look for “Mastered” assessments.
- **Everyone** must take the current version (21-22) of Data Security, Accessibility, Compliance and Ethics.

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 2022 Recertification Process

- Recertification training requirements must be completed by **Thursday, October 14, 2021** 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](#)

Thank You for Attending!

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

