Navigator/CAC Statewide Webinar

September 7, 2022, 12:30 p.m.

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

During the webinar, please use the “chat” feature in the lower right-hand corner to submit questions!
MNsure Updates
2023 Open Enrollment Landscape

- Key dates for open enrollment:
  - Starts on Tuesday, November 1, 2022 and ends Sunday, January 15, 2023
  - Thursday, December 15, 2022 will be the deadline for coverage effective January 1, 2023
  - Plan selections made between December 16 and January 15 will be for February 1, 2023 coverage

- QHP updates:
  - Enhanced tax credits were extended through December 31, 2025 by the Inflation Reduction Act! Hurray!
  - All life events impacting eligibility should be reported as soon as possible. MNsure will not be able to update cases during the “black out” period which begins September 19
2023 Open Enrollment Hours

- ARC regular hours beginning November 1:
  - Monday – Friday, 8 a.m. – 5 p.m. (9 am on Tuesday)
  - Deadline hours: January 14: 8 am – 5 pm, January 15 closed
- State holiday hours:
  - November 11, 8 a.m. – 4 p.m.
  - Closed: November 24 & 25, December 26, January 2
- Contact Center additional hours:
  - Saturdays 12/3, 12/10, 12/17, 1/7: 9 a.m. – 1 p.m.
  - 12/13 (8 am - 6 pm), 12/14 (8 am - 8 pm), 12/15 (8 am - 10 pm)
  - January 14 (9 am to 6 pm) and January 15 (9 am – 9 pm)
Assister Assemblies

- Assister Assemblies begin next week! We strongly encourage you to attend one of the following:
  - Tuesday, September 13, 2:00 – 3:30 p.m.
  - Tuesday, September 20, 9:30 – 11:00 a.m.
  - Friday, September 23, 10:30 a.m. – 12:00 p.m.
  - Thursday, September 29, 1:30 – 3 p.m.

- We will cover the QHP renewal process, 2023 health insurance landscape, new policies in place for next year, and other critical open enrollment information.

- Links to attend the Assemblies are Navigator One Stop under “Meetings and Webinars.”
Health Insurance Company Webinars

- Hear directly from the health and dental carriers offering plans through MNsure in 2023:
  - Delta Dental: Wednesday, September 14, 10 – 11 a.m.
  - Dentegra: Wednesday, September 14, 12 – 1 p.m.
  - Medica: Monday, September 19, 12 – 1 p.m.
  - Blue Cross Blue Shield: September 26, 10 – 11 a.m.
  - HealthPartners: Tuesday, September 27, 12 – 1 p.m.
  - UCare: Monday, October 3, 10 – 11 a.m.
  - Quartz: Monday, October 3, 3 – 4 p.m.

- Links to attend the webinars are Navigator One Stop under “Meetings and Webinars.”
OE 2023 Recertification Process

- Recertification training requirements must be completed by **Thursday, October 13, 2022** 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.
Courses in MNsure Learning Center

- 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.
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 AMP.
  - NEW: Use the “My Certification Lookup” tool to check your certification status.
My Certification Lookup

- My Certification Lookup is on the Navigator/CAC Recertification page on Navigator One Stop

Navigator/CAC Recertification

All MNsure certified navigators and CACs must be recertified before each open enrollment period.

My Certification Lookup

Select role as “Navigator or CAC” and enter your Assister ID

My Certification Lookup

Use this tool to check your certification status. You completed certification requirements for each period that displays in the search results.

MNsure Role

Navigator or CAC

Assister ID

Search
My Certification Lookup (continued)

- If you have completed recertification for 2023, you will see the date your 2023 recertification was completed.
  
  ![Example 2023 Cert](image)

- If you have **not** completed recertification for 2023, you will see a date for your 2022 certification.
  
  ![Example 2022 Cert](image)

- 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.
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.