



Navigator/CAC Statewide Webinar

May 7, 2025, 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 to submit questions.



Contract renewal process

- ALL navigator contracts and certified application counselor agreements expire June 30, 2025.
- The new 3-year contracting period will begin July 1, 2025, and runs through June 30, 2028.
- Earlier this week, MNsure communicated details for submitting an online application to renew your contract. Applications should be submitted by May 23, 2025.



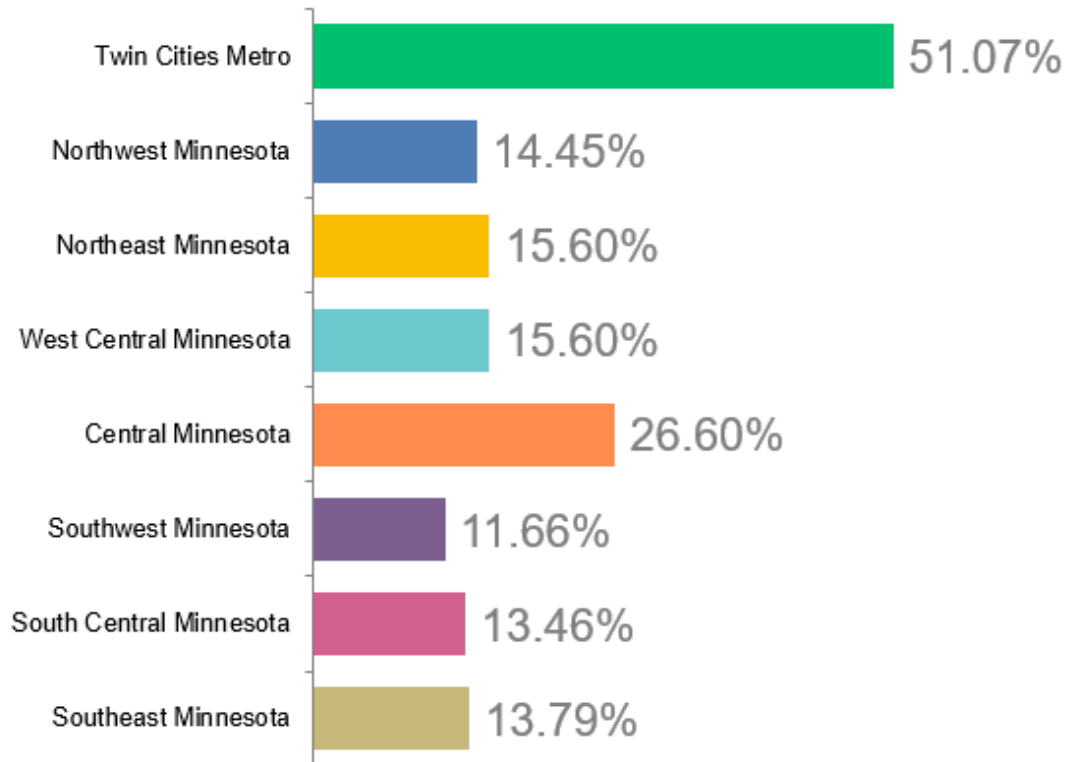
2025 Open Enrollment Assister Experience Survey



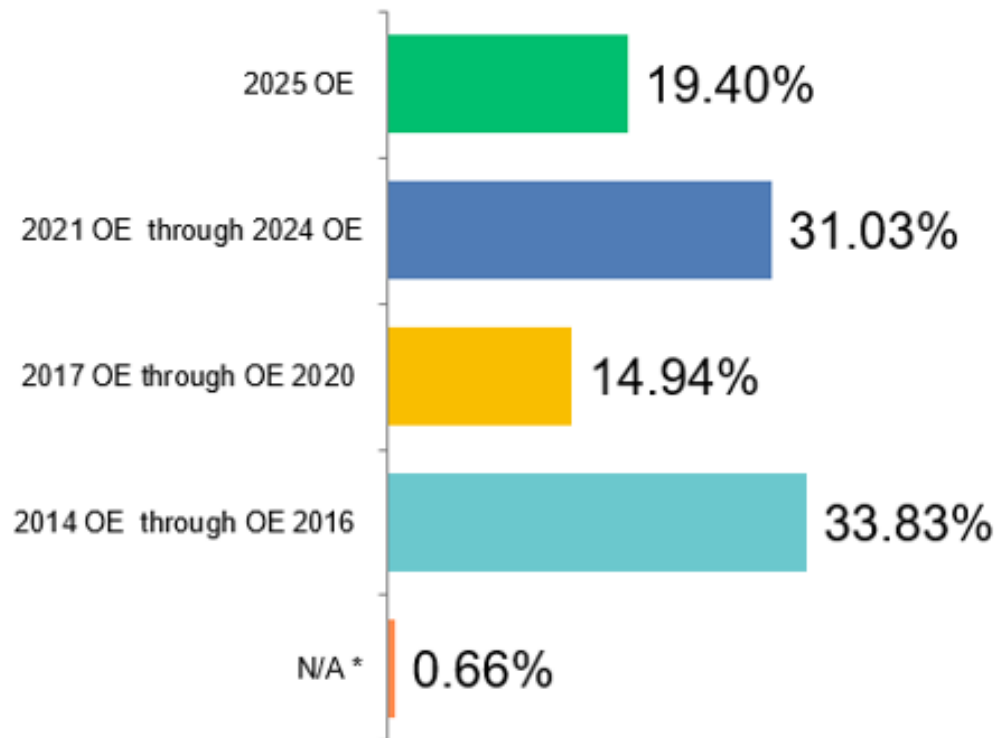
Who took the survey?

- 609 responses from all assisters (brokers, navigators and certified application counselors)
 - 256 complete responses from brokers
 - 197 complete responses from navigators and CACs
 - Link to the survey was sent to all currently certified assisters (1,197 brokers and 1,063 navigators/CACs)

Where assistance is offered by survey respondents (by region)

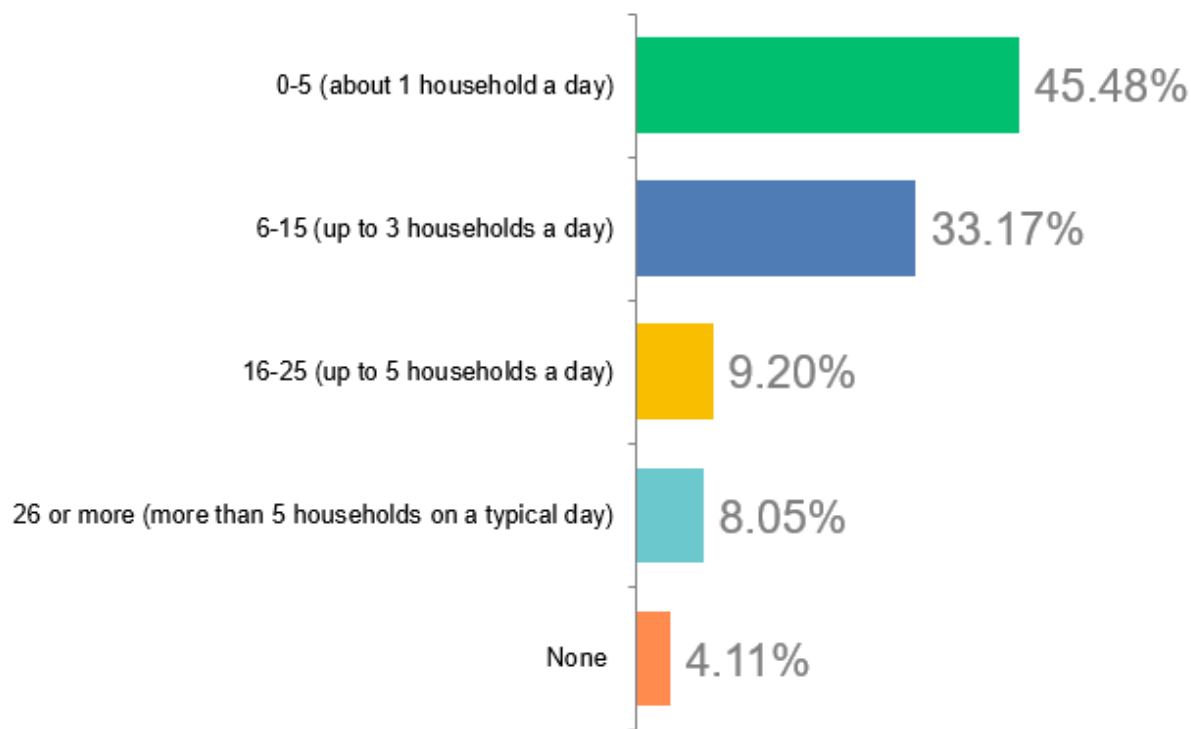


First open enrollment respondents were certified with MNsure



*assister certified after the close the most recent open enrollment

During OE, the number of households assisted with a MNsure application, renewal, life event, or other type of assistance per week

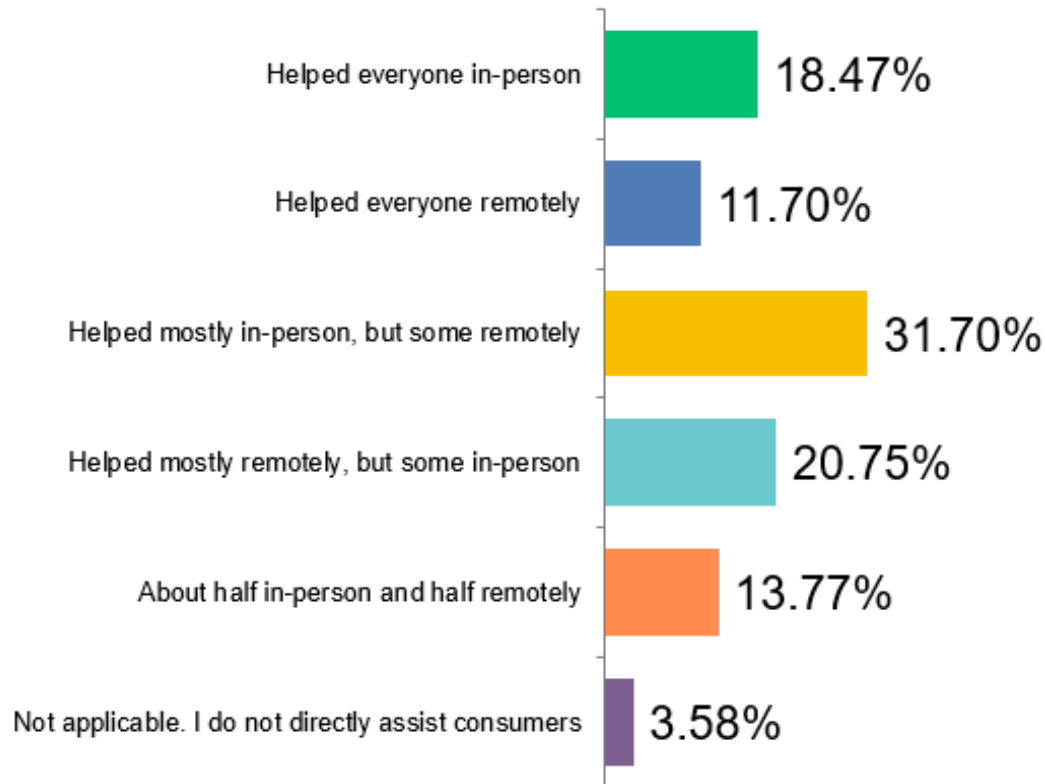


Planning Questions for Plan Management

Plan Management included a series of questions about

- Easy Compare plans- over 50% found them useful or somewhat useful
- The number of plans on MNsure- 66% felt the number of medical plans was just about right
- Amount of information displayed during plan shopping- 74% felt the amount of information was just about right
- And a series of open-ended questions on possible improvements to plan shopping

Remote assistance and/or in-person assistance

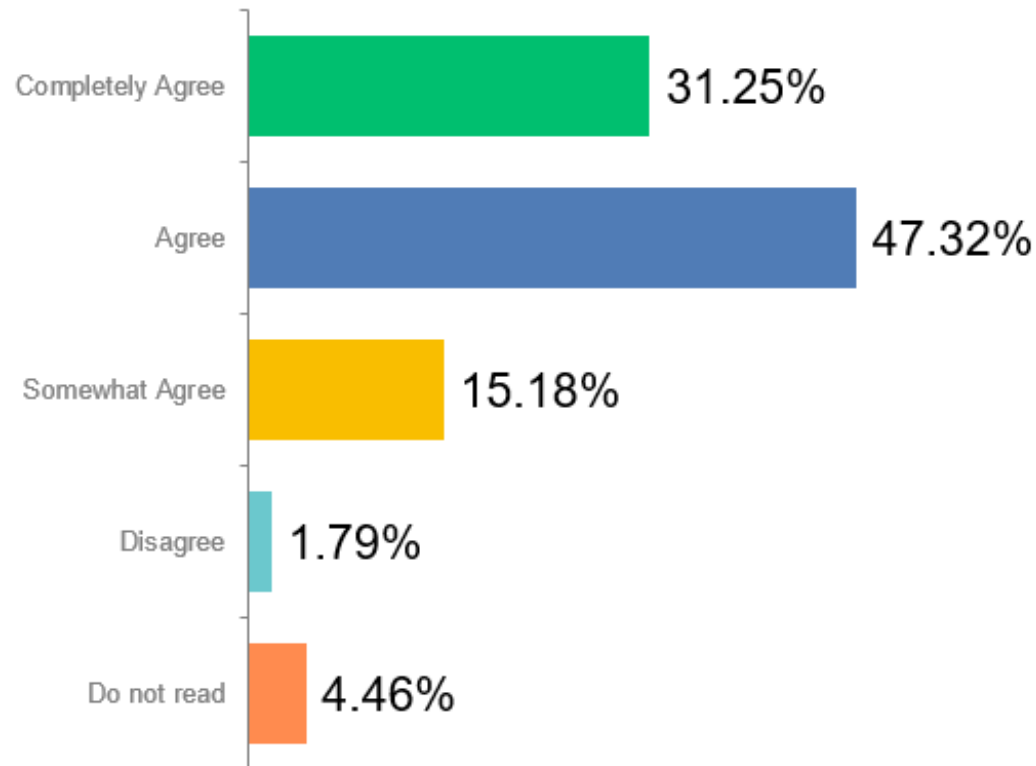




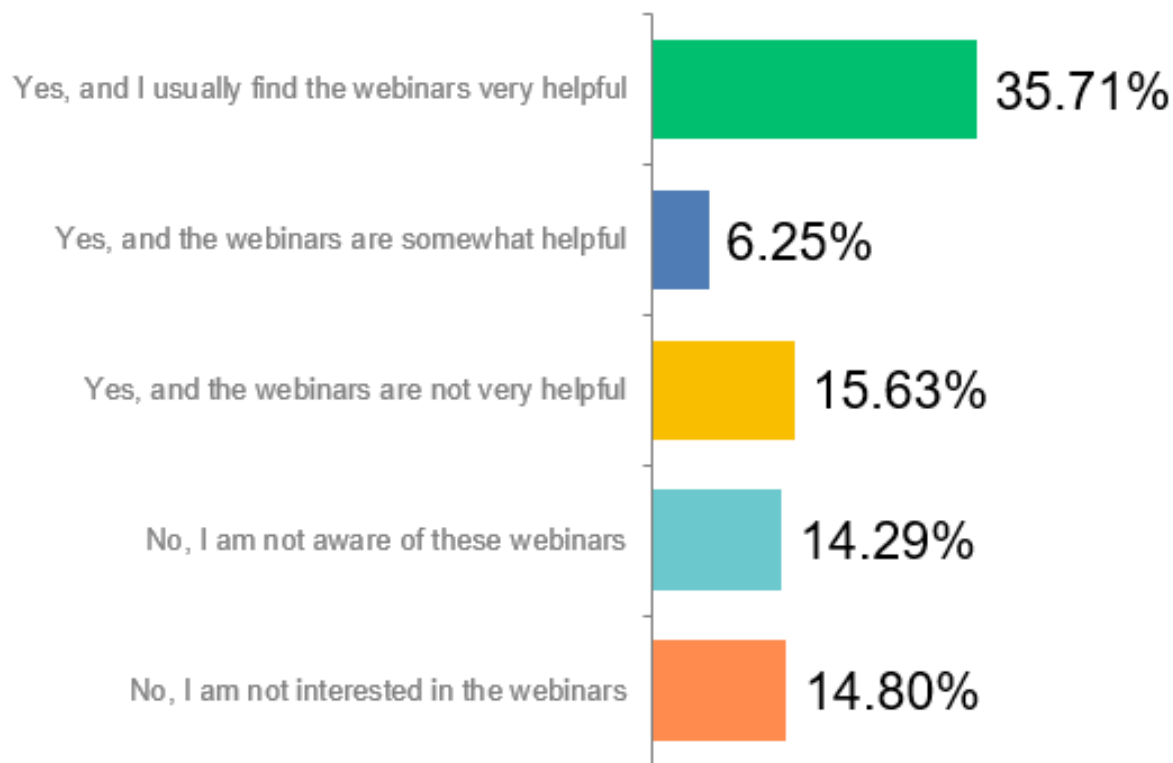
Navigator Experience



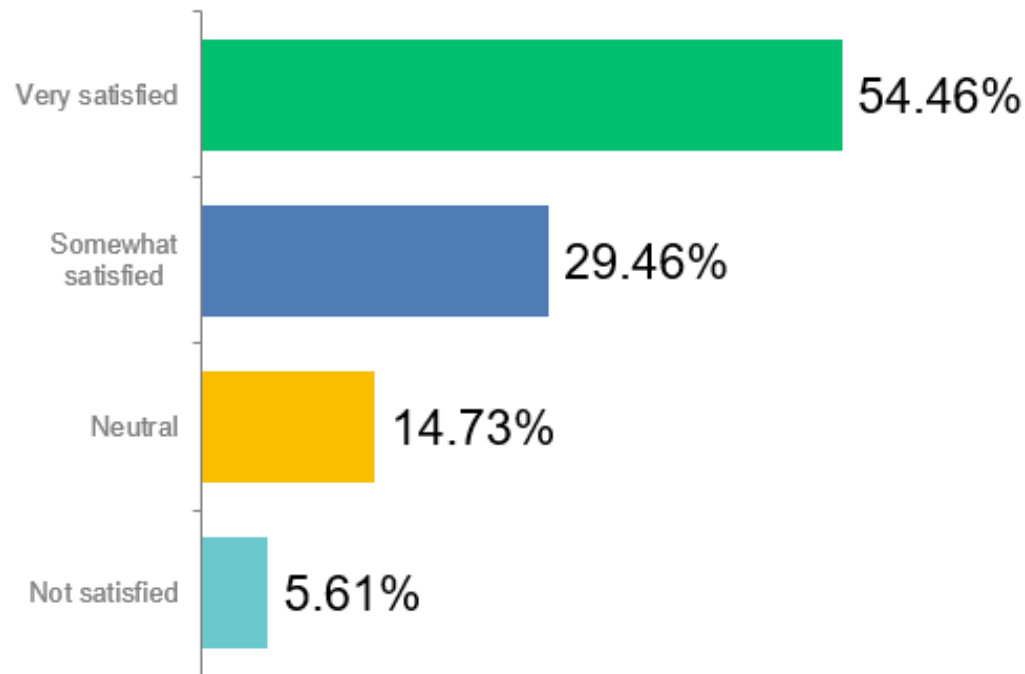
Navigator communication provides relevant and timely information.



Are you aware of and do you attend the MNsure monthly navigator calls/webinars?



Satisfaction with the Assister Resource Center





Thank You for Attending!

Please submit any questions via chat.

