



Navigator/CAC Statewide Webinar

January 7, 2026, 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.



Open enrollment ends January 15



- Open enrollment for consumers eligible to enroll in a qualified health plan ends on Thursday, January 15.
- Schedule meetings with consumers as soon as possible. The ARC has extended hours in the next week:
 - Saturday, January 10: 9 a.m. – 2 p.m.
 - Monday, January 12: 8:30 a.m. – 7 p.m.
 - Tuesday, January 13, 9:30 a.m. – 7 p.m.
 - Wednesday, January 14, 8:30 a.m. – 7 p.m.
 - Thursday, January 15, 8:30 a.m. – 7 p.m.
- The MNsure Contact Center will have longer hours if a consumer needs assistance after the ARC is closed.

Special enrollment periods



- Consumers may be eligible for a special enrollment period (SEP) during open enrollment.
- New consumers (not enrolled for 2026) can self-report a qualifying life event (QLE) through their enrollment portal.
 - After submitting an application, go to plan shopping and under the 2026 tab click on “Confirm Life Event.”
 - Select the life event that has occurred from the drop-down menu and the date it occurred and click “Continue.”
 - Once the event and event date are determined valid, the consumer will either be prompted to “Upload Documents” or “Shop for Plans.”
- Once open enrollment ends on January 15, a special enrollment period (SEP) is required to enroll in or change a qualified health plan (QHP).

SEP resources

- Assister Central has resources available under Helping Consumers: Special Enrollment Period (SEP).



The screenshot displays the MNsure Assister Central website. At the top, there is a search bar and a navigation menu with links: Announcements, Assister Portal, Broker One Stop, Navigator One Stop, Helping Consumers, and Shared Resources. Below the navigation menu, a breadcrumb trail reads: Home > Helping Consumers > Special Enrollment Period (SEP). On the left side, there is a sidebar menu under the heading "Helping Consumers" with the following items: Getting Started, Screening Consumers, Creating Accounts, Apply for Coverage, Shop and Enroll, Renewals, Report Application Changes, > Special Enrollment Period (SEP) (highlighted), Special Populations, Tax Information, and Verifications. The main content area is titled "Special Enrollment Period (SEP)" and contains the text: "Assister resources to help consumers apply for SEP." Below this, there is a section titled "SEP for New Consumers" which states: "MNsure.org has [examples of qualifying life events](#) that allow new consumers to enroll outside of open enrollment and instructions for consumers on how to [apply for a special enrollment period](#)." This is followed by a numbered list of five steps: 1. A new consumer will need to create an account/complete an application to determine if they qualify for a qualified health plan (QHP) with or without financial assistance **AND** if they qualify to shop and enrollment in health care plans through MNsure outside of the open enrollment period. 2. If a consumer receives eligibility for a QHP, select the Enroll in Plans button from the eligibility results screen to launch the shopping and enrollment platform. 3. Select the Confirm Event button on the consumer's dashboard in the shopping and enrollment platform. 4. Select the qualifying life event and enter the date the qualifying life event occurred. 5. If the event can be confirmed, instructions will be provided from the shopping and enrollment platform to submit SEP verification documentation either by mail or the upload tool. Additional information about [verifications](#). To the right of the numbered list, there is a box titled "Resource Links" containing the following links: [How to Apply for SEP](#), [Loss of Coverage SEP Flyers](#), [Qualifying life events \(including deadlines\)](#), [SEP and COBRA](#), and [SEP Verifications](#). At the bottom of the main content area, there is a section titled "SEP for Current Consumers".

Special Enrollment Period (SEP)

Assister resources to help consumers apply for SEP.

SEP for New Consumers

MNsure.org has [examples of qualifying life events](#) that allow new consumers to enroll outside of open enrollment and instructions for consumers on how to [apply for a special enrollment period](#).

1. A new consumer will need to create an account/complete an application to determine if they qualify for a qualified health plan (QHP) with or without financial assistance **AND** if they qualify to shop and enrollment in health care plans through MNsure outside of the open enrollment period.
2. If a consumer receives eligibility for a QHP, select the Enroll in Plans button from the eligibility results screen to launch the shopping and enrollment platform.
3. Select the Confirm Event button on the consumer's dashboard in the shopping and enrollment platform.
4. Select the qualifying life event and enter the date the qualifying life event occurred.
5. If the event can be confirmed, instructions will be provided from the shopping and enrollment platform to submit SEP verification documentation either by mail or the upload tool. Additional information about [verifications](#).

SEP for Current Consumers

Resource Links

- [How to Apply for SEP](#)
- [Loss of Coverage SEP Flyers](#)
- [Qualifying life events \(including deadlines\)](#)
- [SEP and COBRA](#)
- [SEP Verifications](#)

Tax time and 1095-As

- MNsure will be mailing 1095-A forms in January to consumers who enrolled in a qualified health plan through MNsure for any part of 2025.
 - In addition to the notifications section in their METS account, the 1095-A will also be available in the “My Inbox” section of a consumer’s enrollment dashboard. Assisters should not view or print a consumer’s 1095-A form.
 - The form will not include a cover letter. Some instructions are printed on the form itself and MNsure will send out a general email when we begin to issue forms.
- Reminder: MNsure and certified assisters are prohibited from providing tax advice.

Navigator payment reminder

- Navigators MUST submit an online case association form for their agency to be considered for payment if assisting with the following activities:
 - Assist with submitting a pre-populated Renewal Form for a consumer in “Need to Renew” status (*consumers in “Auto Renew” status and MAXIS renewals are not eligible for payment*).
 - Assist with an application for coverage not processed in METS (Application for Certain Populations, DACA application or Medicare Savings Program).
 - Assist an inmate with completing a Minnesota Health Care Programs application.
 - Assist a consumer with actively selecting a QHP during open enrollment or a special enrollment period (if they did not help them apply).
 - Assist with reporting a life event that results in newly adding coverage for a household member.
- The online form must be submitted within 30 days of the activity.
- Review the “Navigator Payment Policy” on Navigator One Stop under “Policies and Procedures”.

Coming up...

- MNsure closed on Monday, January 19 for MLK Day.
- FY 2027 Navigator Grant Program Request for Proposals
 - Grant period will be July 1, 2026, through June 30, 2027 (with an option to extend an additional year).
 - More information coming in late January.
- Launch of MNsure's new integrated eligibility and enrollment system
 - Scheduled to go live in late June 2026.
 - MNsure committed to partnering with DHS to maintain “no wrong door” approach for Minnesotans.
 - Watch your email for more information and future training opportunities.



Thank You for Attending!

Please submit any questions via chat.

