



Broker Statewide Webinar

May 14, 2026, 12:00 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.



What Is Happening?

- For the last three years, MNsure has been engaged in a major IT modernization project to make significant improvements in how Minnesotans access private health plan coverage.
- The new **MNsure Eligibility and Enrollment System (MN-EES)** goes live in late June/early July 2026 and will be the new front door for Minnesotans looking to enroll in a qualified health or dental plan (QHP or QDP).
- All consumers currently eligible for a QHP will be migrated to the new system (whether or not they are enrolled in a plan and whether or not they qualify for financial assistance).
- All certified brokers, navigators and CACs will get access to a new MNsure assister portal to support QHP consumers. There will also be portal accounts for agency managers and certified broker support staff.

Modernization Removes Barriers

Now	New
<i>The current process is too complex.</i>	MN-EES combines account creation, application, and enrollment into a seamless experience for QHP consumers.
<i>There is no transparency.</i>	Consumers can view all their information, including submitted applications, at any time through their account.
<i>Reporting changes take forever.</i>	True self-service enables consumers to update applications, upload documents and track progress through their account.
<i>The assister portal is not very useful.</i>	Assisters can see and do everything a consumer can – plus agencies can manage staff and their full book of business.
<i>Problems don't get fixed.</i>	The new platform is used by multiple state health insurance exchanges and is constantly improving in response to feedback.

Does This Look Familiar?

MNsure
Where you choose health coverage

Spanish Home Help & Support My Account

Welcome, Nikko Toller

- My Dashboard
- My Applications
- My Eligibility Results
- My Enrollments
- My Assister History
- My Inbox
- My Tickets
- My Preferences
- Quick Links
- Find Assisters Near You

2026

Next Steps

You have successfully completed your application and reported the life event to enroll in health plan(s). Please confirm the life event by clicking the button below. You will be able to shop for plans and enroll once you confirm the event.

[Confirm Event and Shop](#)

Overview

Your Application Status (Your Case ID is MN100029536)

2026 Application For 2 members	Complete	View Application
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Your Household Eligibility

Two Paths, No Wrong Door

- Eligibility for Medical Assistance (MA) and MinnesotaCare will continue to be handled by the current Minnesota Eligibility Technology System (METS), also known as the “DHS system”.
- Consumers who may be eligible for MA or MinnesotaCare can begin the application process through a new homepage that will be available on the Minnesota Department of Human Services website.
- Consumers can apply through either the MNsure or DHS system, and their information will be sent to the right place to finalize eligibility – **there is no “wrong” door to coverage.**

Supporting Public Programs

- Your current assister portal account for METS (the DHS system) will be deactivated during the transition.
 - Your book of business will be migrated to the new MN-EES system and viewable through your new MNsure portal.
 - Going forward, the agent of record (AOR) for QHP/QDP consumers will be created and tracked through the MNsure portal.
- You can still help a household with public program eligibility!
 - You can apply through MNsure using your MNsure portal account. You will see if members of the household may be eligible for a public program.
 - Their data will be transmitted to the DHS system to confirm eligibility, and the household will receive a notice from DHS or the county with next steps.
 - The downside if you apply through MNsure – the household will have an online account in MNsure’s system but will not have an online account in the DHS system.

New Enhanced MNsure Portal

- MN-EES provides broker agencies with three portal roles:
 - Broker
 - Support staff
 - Agency manager

Broker Portal Features

- Multiple paths for associating with clients to establish your agent of record (AOR), including consumer-initiated and broker-initiated options.
- Full service-support for your clients through your MNsure portal. You can see what they can see. You can do what they can do. Including creating accounts, submitting applications, uploading verifications, reporting changes, correcting applications, opening special enrollment periods, viewing notices, and more.
- Complete insight into the status of QHP consumers, including being able to search clients based on fields like who has outstanding verifications, who needs to select a plan, whose SEP window is closing, and more.
- Manage your book of business through on-demand ability to export your client list and other features.

Support Staff Portal Features

- Manage agency account:
 - Create new broker portal accounts
 - Update agency information, including locations and hours.
 - Manage who is listed on the directory.
- Manage the agency's book of business:
 - Easily reassign clients to brokers within the agency.
 - Easily reassign the entire book of business from one broker to another.
- Support the agency's clients with the ability to view and act on behalf of any consumer associated with one of the agency's brokers (except for enrolling a client in a plan).
- Agencies can have multiple support staff.

Agency Manager Portal Features

- Manage Assister Directory information, including who is actively listed.
 - MNsure will stop using information in BAMP for the Assister Directory.
- Create portal accounts for new brokers and support staff.
 - Brokers and support staff will need to be certified to use the portal account.
 - MNsure will continue to manage the certification/recertification through BAMP.
- Manage the agency's full book of business:
 - Accept or decline consumer association requests on behalf of brokers.
 - Easily reassign clients to brokers within the agency or reassign the entire book of business from one broker to another.
- Support the agency's clients with the ability to view and act on behalf of any consumer associated with one of the agency's brokers.
- Agencies can have multiple agency managers.

Migration Process (June 2026)

- All households that currently have QHP-eligibility in METS will have their data, including any enrollments, “migrated” to the MNsure system (MN-EES).
- All migrated households will have an online account automatically created in MN-EES. This includes households that do not currently have an online account in METS (such as paper applications).
- If a household currently has a portal association with a certified broker in METS, that association will be migrated into MN-EES.
- **MN-EES will deploy in late June, but brokers must complete critical steps to prepare for migration by the END OF MAY.**
- Be aware that activity that happens in June (including new certifications and new portal associations) may not be included in the migration but will be resolved once MN-EES is live.

What You Need to Do Now

1. Complete the updated Data Privacy and Security, Compliance and Ethics course that is available in the MNsure Learning Center no later than June 1, 2026.
 - Bonus! Completing this training now means you will NOT need to take the course again prior to open enrollment.
2. If you are an agency manager with access to the Broker Agency Management Program (BAMP):
 - Update information for all brokers on your staff roster.
 - Update agency information to assign an agency manager for migration.

Update All Staff Information

- To create a MNsure portal account, MNsure requires the following phone numbers for all certified brokers:
 - **Unique, SMS-enabled unique phone number.** This number will only be used for multi-factor authentication purposes. It will not be used for MNsure communications or displayed to consumers.
 - **MNsure Portal Directory Phone.** A public-facing number that will display to consumers in the new MNsure Assister Directory. This does not need to be a number that is unique to the individual assister.
 - **Phone.** A direct, business phone number where the individual broker can be reached by MNsure. If relevant, an extension can be included for this number.
- MNsure will use the broker's unique email address in BAMP as the username for their MNsure portal account.
- **This information must be added/updated in BAMP by Friday, May 29, for the broker to be included in migration.**

Assign New Manager Portal Role

- Agencies must also update BAMP to add contact information for the Agency Manager portal role.
- This role is DIFFERENT (and in addition to) the existing BAMP authorized agency contact roles.
- The individual assigned the Agency Manager role must also be a certified broker (since this role has access to act on behalf of the agency's clients).
- **This information must be added in BAMP by Friday, May 29.**
- After MN-EES goes live, the Agency Manager can create accounts for support staff and additional agency managers.

Training Resources

- MNsure will be offering training using MN-EES through a series of webinars.
 - Webinar topics will be offered multiple times to offer assisters an opportunity to participate in live trainings.
 - Content will be made available on-demand on Assister Central on a dedicated web page.
- **First webinar topic is “The Consumer Experience with MN-EES”**
 - **Next offering: Monday, May 18, 12:30 – 2 p.m.**
- Additional dates and new webinar topics will be announced through the weekly e-newsletter.



Thank You for Attending!

Please submit any questions via chat.

