



Navigator/CAC Statewide Webinar

May 6, 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.



MNsure's Technology Modernization



- In late June 2026, MNsure is completing a major modernization project to improve how Minnesotans access health coverage. Consumers, our partners, and our staff will experience a more reliable, efficient, and easy-to-use platform.
- The new MNsure Eligibility and Enrollment System (MN-EES) allows consumers to manage a broader range of eligibility, application, enrollment and account functions through their online account.
- MN-EES provides certified partners with a full-service portal to support their qualified health plan (QHP) consumers.
- Eligibility for Medical Assistance (MA) and MinnesotaCare will continue to be determined in the current Minnesota Eligibility Technology System (METS).

New MNsure Portal for Assisters

- MNsure's new system (MN-EES) offers a new portal for navigators and CACs to support your QHP consumers.
 - Assisters can provide **full-service support** to QHP consumers through the MNsure portal, including creating accounts, submitting applications, uploading verifications, reporting changes, correcting applications, opening special enrollment periods, viewing notices, and creating tickets to check on an issue.
 - Assisters will have **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 much more.
- Note: Navigators and CACs will continue to have access to their current Assister Portal in METS to support public program consumers.

Connecting with Consumers

- Consumers and assisters will have more flexibility to connect and create portal associations.
- Consumers with a MNsure account can send a request to work with a navigator through a new Assister Directory. If the navigator accepts the request, an association is created with the consumer.
- Assisters can initiate the association:
 - By searching for a consumer who has already applied and creating the association.
 - By creating an account for a new consumer who wants to enroll in a QHP.
- Note: Navigators will be required to have a portal association with a QHP consumer for the purposes of tracking eligibility for navigator payments. More information to come...

New MNsure Manager Portal Role

- MNsure's system has a new portal role for a MNsure Manager.
 - This role is responsible for maintaining agency data, staff records, directory information and consumer associations within the new MNsure system.
 - The manager can also support the agency's consumers by viewing and acting on behalf of any consumer associated with a navigator/CAC at their agency.
- The MNsure Manager role will have access to consumer PII and is required to complete MNsure's certification process (and maintain active certification).
- The individual in the MNsure Manager role can be an active navigator/CAC, or they can be an individual that completes certification for the sole purpose of fulfilling the MNsure Manager function for the agency.
- An agency can only have one MNsure Manager portal account at a time.

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 navigator in METS, that association will be migrated into MN-EES.
- Consumers who are migrated from METS to MN-EES will not need to re-verify their identity.
- MN-EES will deploy in late June, but the steps for preparing data for migration will begin in early June. Be aware that activity that happens in June (including new certifications and new portal associations) may not be included in the migration and will be resolved once MN-EES is live.

Update All Staff Information

- To create a MNsure portal account, MNsure requires the following phone numbers for all certified staff:
 - **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 assister can be reached by MNsure. If relevant, an extension can be included for this number.
- **This information must be added in the Agency Management Program (AMP) by Friday, May 29, for the assister to be included in migration.**
- MNsure will use the assister's unique email address in AMP as the username for their MNsure portal account.

Assign New Manager Portal Role

- Agencies must also update AMP to add contact information for the MNsure Portal Manager role.
- This role is DIFFERENT and in addition to the existing AMP authorized agency contact roles.
- Note: If the Portal Manager is also assisting consumers as a certified navigator or CAC, they will need two different unique emails:
 - One unique email to act as the username for their MNsure portal account.
 - One unique email to act as the username for Portal Manager account.
 - Note: An email address being used as the AMP username may be used for one of the portal account usernames.
- **Information must be added in AMP by Friday, May 29.**

Webinar Training Begins

- 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 from webinars will be available on-demand on Assister Central.
 - Navigators/CACs will be required to complete an online assessment through the MNsure Learning Center to demonstrate their understanding prior to getting access to the MNsure portal account. The assessment will be available once all webinar topics have been presented.
- **First webinar topic is “The Consumer Experience with MN-EES”**
 - **Webinar: Tuesday, May 12, 2 – 3:30 p.m.**
 - Additional dates and new webinar topics will be scheduled and announced through the weekly e-newsletter.

Reminder: New Training Requirement

- Updated Data Privacy and Security, Compliance and Ethics course is **now available** in the MNsure Learning Center.
- All certified assisters are required to complete this course and will receive an email with instructions for accessing the training.
- Why? MNsure's new system offers assisters enhanced capabilities to support QHP-eligible consumers. The training is required for navigators and CACs to have access to the new MNsure portal.
 - **June 1:** Deadline to complete this training to qualify for “migration” into new MNsure portal. Once completed, this course will not need to be retaken for annual recertification.
 - **October 15:** Deadline to complete this training for annual recertification.



Thank You for Attending!

Please submit any questions via chat.

