



Navigator/CAC Statewide Webinar

October 7, 2026, 12:30 p.m.

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

During the webinar, please use the “chat” feature to submit questions.

Recertification Requirements



- Two courses required for recertification:
 1. MNsure Assister Data Security, Accessibility, Compliance and Ethics 26-27
 2. MNsure Role-Based: Introduction to MN-EES 2026-27.
- **Recertification deadline: October 15, 2027.**
 - If you do not complete recertification by the deadline, your certification status will immediately be suspended.
 - Your access to the METS Navigator Portal and MNsure Portal will be also be suspended.
- Check your recertification status: www.mnsure.org/assister-central/cert-recert/cert-lookup.html

2027 Open Enrollment



- 2027 Open Enrollment dates: November 1, 2026 – January 15, 2027.
 - December 15, 2026, is the deadline for January 1 effectuation date.
 - Plan selections from December 16 to January 15 will start February 1, 2027.
- Five health insurance carriers in 2027: Blue Plus, HealthPartners, Medica, Quartz and Aspius.
 - Aspius is a new carrier on MNsure located in Northeast Minnesota.
 - Current UCare enrollees will be cross-walked to Medica plans.
- Five dental carriers in 2027: Companion Life, Delta Dental, Dentegra, Guardian and Humana.

Updating Federal Tax Information



- MNsure needs a consumer's permission to get federal tax income information to check eligibility. Every year, some consumers must renew their authorization.
- Notices have been mailed to consumers who permission is expiring.
- Consumers can extend the authorization by updating their application through their MNsure account or use the form included with the notice.

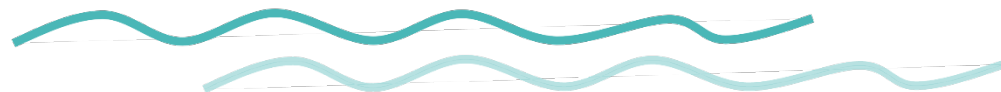
Agreements

Are any applicants incarcerated?	No. No one listed on this health insurance application is incarcerated (in prison or jail).
Agree to the use of tax return information for how long?	5 years
I received and reviewed the Notice of Rights and Responsibilities and Notice of Privacy Practices.	Agree
I know that I must report changes to the information listed on this application	Agree

QHP Renewal Timeline: October



- October 1: Plan and rate information for 2027 finalized and announced by the Minnesota Department of Commerce.
- October 15: Anticipate 2027 plan information can be previewed through MNsure's plan shopping tool.
- Mid-October: Consumers with an active application in MNsure will have their eligibility updated for 2027.
- Late October: 2027 enrollment updated.
 - Currently enrolled consumers auto-renewed in the same or similar plan for 2027.
 - 2027 enrollment information sent to carriers.



QHP Renewal Timeline: Eligibility Notice



- End of October: QHP eligibility notice
 - Notice will provide information on household QHP eligibility based on updated information.
 - Will be available in consumer's MNSure account and mailed (depending on consumer's account preferences).



MNSure
PO Box 64253
St. Paul, MN 55164-0253

Dad R-ohone
776 Fake Street
St Paul, MN 55103

Your Agent:
Eric Van Agency Mgr
()

Date: J / /

Re: MNSure Health Care Eligibility Notice
Household ID: 13290

Dear Dad R-OhOne,

Eligibility Summary:

It's important that we have accurate information. When you log in to your MNSure account:

- Review your application.
- Confirm all the member details are accurate.

Household member	Eligibility
Dad R-OhOne	• Eligible to enroll in a health plan through MNSure • Eligible for financial help to lower premium costs, called advanced premium tax credit or APTC.
Mom R-OhOne	• Eligible to enroll in a health plan through MNSure • Eligible for financial help to lower premium costs, called advanced premium tax credit or APTC.
Baby R-OhOne	• Eligible to enroll in a health plan through MNSure • Eligible for financial help to lower premium costs, called advanced premium tax credit or APTC.

QHP Renewal Timeline: Renewal Notice



- End of October: QHP renewal notice.
 - Notice will inform household of 2027 plan enrollments.
 - Will be available in consumer's MNsure account and mailed (depending on consumer's account preferences).

 MNsure
PO Box 64253
St. Paul, MN 55164-0253

C [redacted]
312 W Main St
Apt 625
E [redacted] 122

Date: [redacted], 2026

Re: Important information regarding your health coverage for 2027
Household ID: [redacted]

MNsure's open enrollment is coming soon

We used your current information to renew the coverage you currently have for 2027.

You will receive another letter about your updated eligibility and financial help. Review that information carefully - your financial help may have changed.

Plan renewals

Your health and dental plan enrollments are both renewed for 2027.

Health plan renewal information

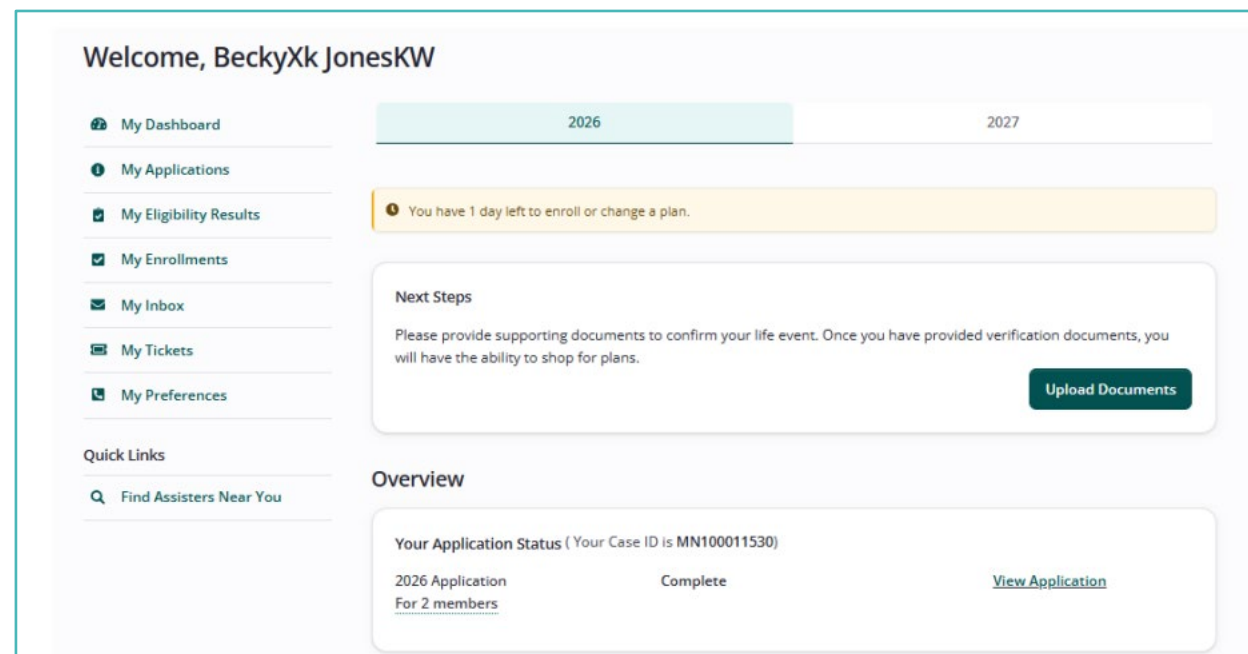
- Issuer Name: HealthPartners
- Plan Name: Select \$3,800 HSA Silver
- Monthly Advanced Premium Tax Credit (APTC) Amount: \$623
- Net Premium: \$10.23

Member Name	Renewal Status	Reason
Chris [redacted] (Subscriber)	Renewed	
Angela S [redacted]	Renewed	
Jenny S [redacted]	Not Renewed	Member is ineligible for health renewal
Peter S [redacted]	Renewed	

Consumer Dashboard for Renewals



- Beginning November 1, consumer dashboard will display both 2026 and 2027 eligibility years.
- When helping consumers, be sure you are looking at the tab for the correct year.
- It is important that consumer's claim their new MNsure account to complete the renewal process!



Helping Consumers Activate Accounts



- If you are associated with a consumer who needs to activate their account, after viewing the consumer's account, select "My Inbox" from the dashboard menu.
- Find the notice labeled "Claim your new MNsure account" (or a similar subject description).
- MNsure has begun sending reminders. Be sure to select the most recent activation notice in their account.

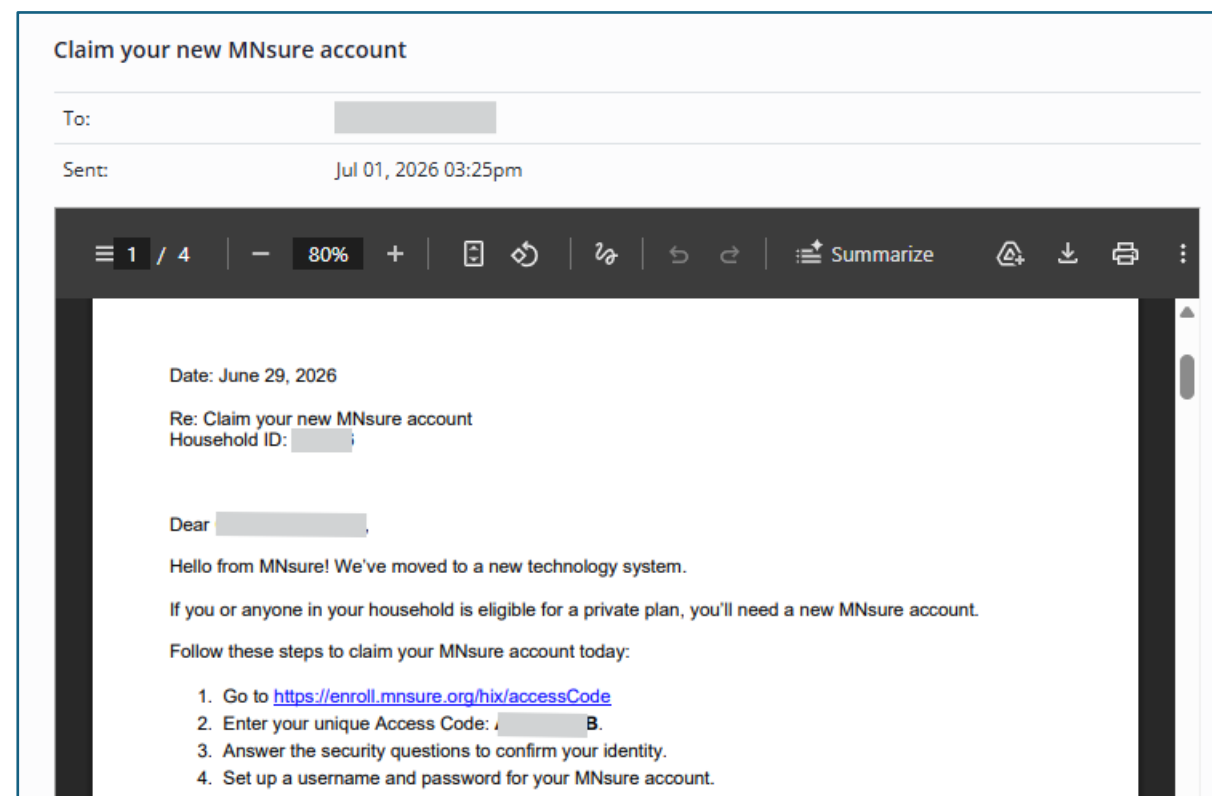
A screenshot of the MNsure user interface. On the left is a vertical dashboard menu with options: "My Dashboard", "My Applications", "My Eligibility Results", "My Enrollments", "My Assister History", "My Inbox", "My Tickets", and "My Preferences". A green arrow points to "My Inbox". To the right of the menu is a table with two columns: "Date" and "Subject". The table contains one row with the date "07/01/2026" and the subject "Claim your new MNsure account". A second green arrow points to this row. The table has a light blue header and a light gray body. There are small circular icons to the right of each row. Below the table, there are two wavy teal lines.

Date	Subject
07/01/2026	Claim your new MNsure account

Activating a Consumer Account



- The notice may contain a link to activate the account, or a unique Access Code.
- If there is an Access Code, have the consumer navigate to <https://enroll.mnsure.org/hix/accessCode> to enter the code and activate their account.
- Consumers should contact the MNsure Contact Center for help with accessing their account.



Resending Activation Email



Showing 1-1 of 1 items

Previous 1 Next

Select all on this page

Zara Rimaros	Application Year	-
Household Case ID MN100012816	Application Status	Start New Application
	Eligibility Status	-

Household Verifications

- View Details
- View Household Details
- Resend Activation Email**
- Mark As Inactive
- View Enrollment Details
- Submit New Ticket

More Actions ⋮

Dear Zara Rimaros,

Welcome!

A MNSure account has been created for you.

Activate your account now at:

<https://mn3uat.ghixqa.com/hix/account/user/activation/a7474511dc>

This is a one-time login. It will expire in 1 day(s).

If you did not request an account or believe this was done without your consent, please contact MNSure Customer Support Staff at (800) 444-5555 (outside the Twin Cities)

Thank you,
MNSure

Your information

MNSure Customer Support Staff has provided the following phone numbers for you:

☒ (***)*-5555

In order to verify your identity, we will send you a verification code to the selected number, using a voice call or text message

☐ This is not my phone number

- You may also be able to resend an activation email.
- Go to your “Active Individuals/Consumers” and from the consumer’s record open the “More Actions” menu and select “Resend Activation Email”.
- The consumer will get an email activation link to receive a code via text/phone call.

Updating Assister Directory Information



- Information on the Assister Directory is now pulled from the MNsure portal, not the Agency Management Program (AMP).
- Your Entity Manager can update agency information, individual navigator information and assign staff to different locations.

A screenshot of the MNsure portal interface. At the top, there are three tabs: "Navigators or CACs", "Authorizations", and "Account". The "Navigators or CACs" tab is selected, and a dropdown menu is open, showing options: "Organizations Information", "Locations and Hours", "Contact Information", "Navigators or CACs", "Document Upload", and "Registration Status". Below the tabs, the heading "Navigators or CACs" is followed by "1 Matching S". On the left, there is a "Refine Results By" section with "Reset All" and input fields for "First Name" and "Last Name". On the right, there is a table with columns: "Name", "Entity Manager", "Number Of Consumers", and "Certification Renewal For Staff". The table contains one row for "Nancy Drew" with "Entity Manager" as the manager, "0" consumers, and "-" for renewal. At the bottom, it says "Showing 1-1 of 1 items" and has a pagination control showing "1".

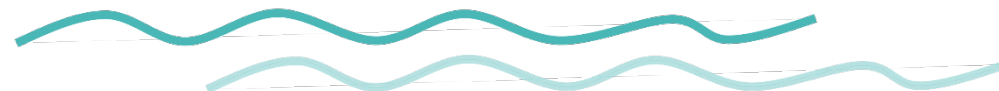
Name	Entity Manager	Number Of Consumers	Certification Renewal For Staff
Nancy Drew	Entity Manager	0	-

MN-EES Office Hours



MN-EES Office Hours	Date and Time
Entity Managers at Navigator and CAC Agencies	Tuesday, October 13, 1:30 p.m. - 2:30 p.m.
Navigators and CACs	Monday, October 19, 2:00 p.m. - 3:00 p.m.

- Links to join webinars available on Navigator One Stop under Meetings and Webinars.



What are your questions?

