



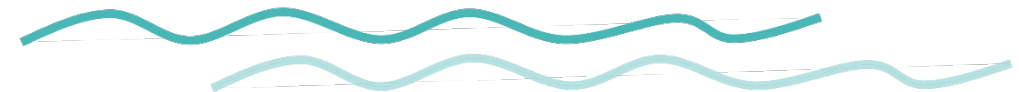
MN-EES: MNsure Portal for Navigators and CACs

About the Instructor

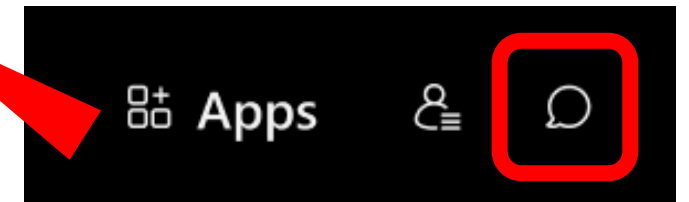
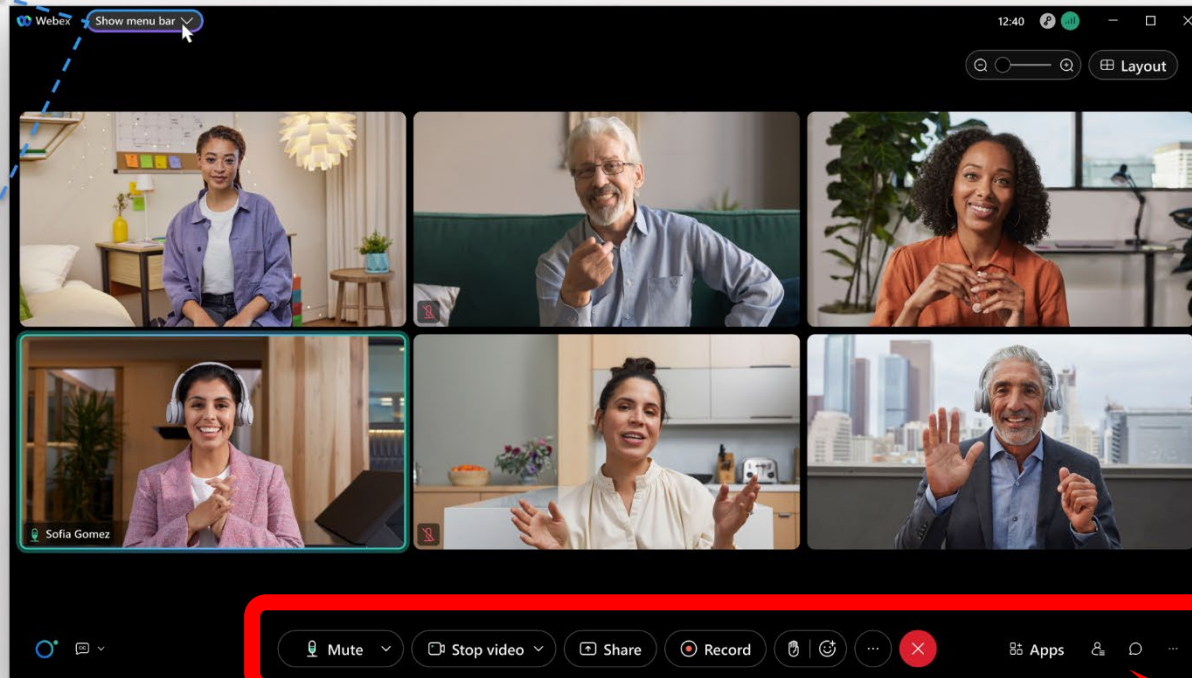


- Christina Wessel
 - MNsure, Senior Director of Partner Relations
 - Christina.wessel@state.mn.us

And in my “spare” time, dog agility instructor and competitor!



Webex Menu Bar

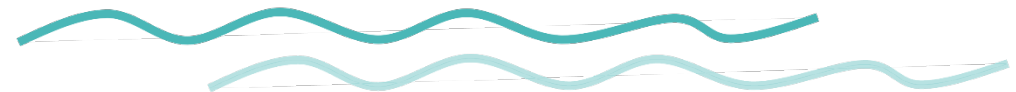


Session Learning Objectives



By the end of this session, you will be able to:

- Describe the key differences between a METS Portal account and MNsure Portal account.
- Explain how you log in to your MNsure portal.
- Describe features on the dashboard of your MNsure portal.
- Describe the ways you can associate with a consumer.
- Explain the importance of portal associations for navigator payments.
- Describe important internal control policies that protect consumer privacy.

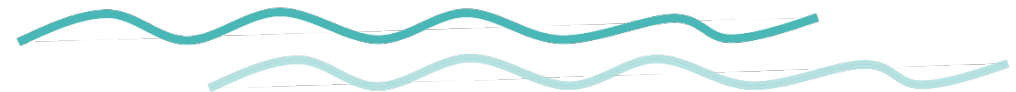


Session Learning Objectives (Continued)



By the end of this session, you will be able to:

- Explain how to access a consumer's account once you are associated with them.
- Explain key actions you can take on behalf of a consumer through your Mnsure portal.



Two Systems – Two Portals

Two Systems – Two Portals



- MNSure system:
 - MNSure Eligibility & Enrollment System (MN-EES).
 - Start at MNSure.org.
 - Determines eligibility for qualified health plan (QHP) coverage with or without financial assistance.
 - All assisters have access to a MNSure portal to help QHP consumers.

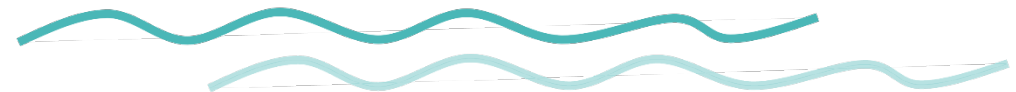


- DHS system:
 - Minnesota Eligibility Technology System (METS).
 - Start at new DHS web page.
 - Determines eligibility for Medical Assistance (MA) and MinnesotaCare.
 - Navigators and CACs have access to a METS portal to help public program consumers.

METS “Assister” Portal: Current State



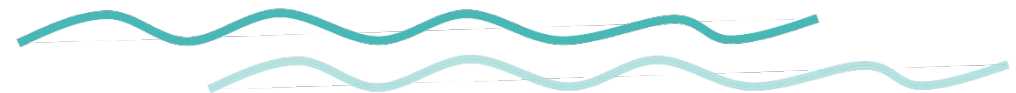
- Current: “Assister Portal” is an online platform for MNSure-certified assisters to view consumer information and perform tasks on their behalf.
- Access: Brokers, navigators and Certified Application Counselors (CACs) may all request to have Assister Portal accounts, although the number of available accounts is limited.
- Associations: Consumers set up an association with an assister by logging into their METS account and entering an assister’s “Reference Number”.
- Actions: Assisters can see their associated consumers, complete an application on their behalf for all health care programs, and manage any QHP enrollments.



METS “Assister” Portal: Future State



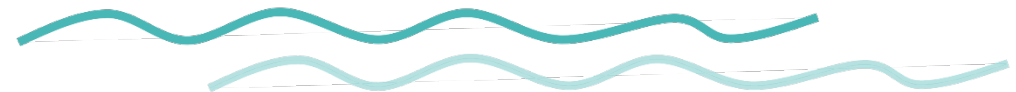
- Future: Current Assister Portal will continue to be available to support public program consumers applying through the DHS system.
- Access: Only navigators and CACs will have access to the DHS/METS portal accounts and there will be sufficient accounts to meet the demand. If you already have an assister portal account, you will receive instructions for updating your access for LoginMN later this month.
- Associations: Consumers continue to set up an association with an assister by logging into their METS account and using an assister’s “Reference Number”.
- Actions: Can apply for public programs on consumer’s behalf and see information for associated consumers. There will not be any access to QHP information through the METS Portal.



Future: New “MNsure Portal”



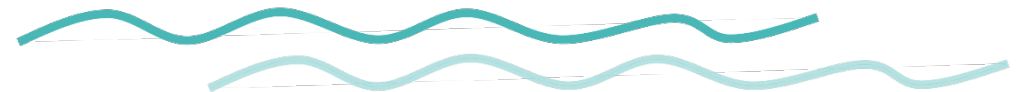
- New MNsure Portal account in MN-EES that allows MNsure-certified assisters to view information for QHP-eligible consumers and perform tasks on their behalf.
- Access: All certified assisters will have a MNsure Portal account.
- Associations: Consumers and assisters have multiple paths for creating an association.
- Actions: Can apply for QHP eligibility on behalf of a consumer and see information for associated consumers. Can also take other actions on behalf of QHP-eligible consumers, including managing enrollments and reporting changes.



Where to Start an Application



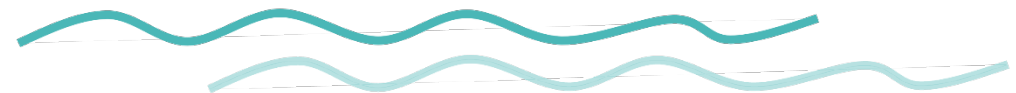
- Apply through the DHS website:
 - The pre-screening process suggests one or more members of the household may be eligible for a public program.
 - The consumer wants an online “DHS Health Care Account” to access their information.
- Apply through MNsure.org:
 - The pre-screening process suggests all members of the household will be QHP-eligible.
 - The household wants to apply with no financial help to enroll in a QHP.



Reminder: No Wrong Door



- No matter where someone applies, METS and MN-EES will share application data (an “Account Transfer”) to route consumers to the right system to get eligibility determined.
- Mnsurance and DHS will coordinate to maintain seamless coverage for Minnesotans.
- Mixed households will manage eligibility in two systems:
 - METS for public programs. They will only have an online account if they applied online through DHS.
 - MN-EES for QHP. They will always be able to have an online account, no matter how they initially applied.
- Assisters will need to use the appropriate portal account to support a consumer.



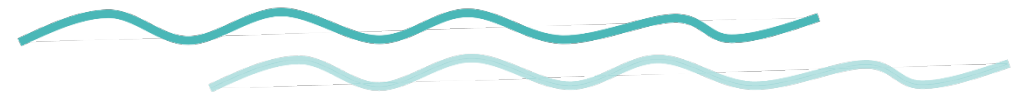


Accessing Your MNsure Portal Account

MNsure Portal Account Basics



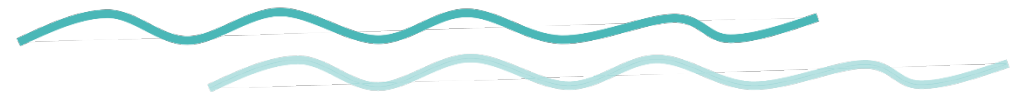
- All online accounts for the MNsure system, including MNsure Portal accounts for assisters, require a **unique email address** as the username.
- A **unique, SMS-enabled phone number that can receive text messages** is required to activate the account and for on-going multi-factor authentication (MFA) to log in to your MNsure portal account.
 - This phone number is only used to send you system related text messages. It is never shared with consumers or used by MNsure for other communications.
 - Consumers are not required to use MFA to access their account, but providing an SMS-enabled phone number when they create their will allow them to receive important text message communications.



Migrating Current Certified Assisters



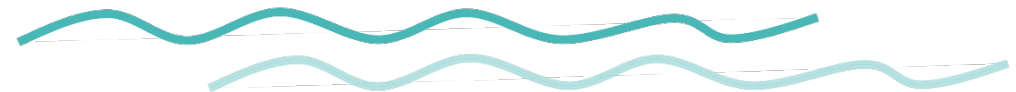
- MNsure will be migrating current broker and navigator agencies and certified staff to MN-EES when the system is deployed in late June.
- If a CAC has an active METS assister portal account, they will be migrated. Otherwise, CAC agencies and certified staff will be able to set-up access once MN-EES is live.
- All migrated certified assisters will have a MNsure portal account created in MN-EES. We anticipate sending account activation emails on July 1.
- If a household with QHP eligibility currently has an assister portal association with a certified assister in METS, that association will be migrated into MN-EES.



Go-Live Anticipated Timeline



June 8	June 26	June 26-30	July 1
<ul style="list-style-type: none">• Assister migration data sent to vendor.	<ul style="list-style-type: none">• MN-EES deployment begins.	<ul style="list-style-type: none">• Deployment and data migration.	<ul style="list-style-type: none">• MNsure portal activation emails sent.



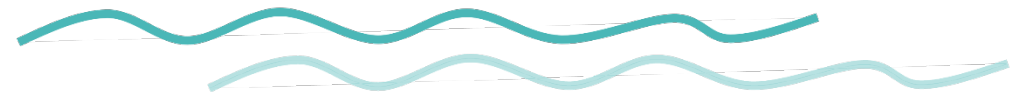


Tour of Your MNsure Portal

MNsure Portal Access



- Every broker, navigator and certified application counselor will have their own MNsure portal account using their unique email and unique SMS-enabled phone.
- When you set up your MNsure portal account, you will be asked to set up multi-factor authentication, which will be a code texted to your SMS-enabled number.
- Individuals should never attempt to share a portal account or log into another assister's portal account.
- Certified assisters who attempt to impersonate another individual by logging into someone else's account will face disciplinary action including potential referral to law enforcement.



Log In to Your MNsure Portal



Connecting Minnesotans to health coverage.

MNsure is the only place that you can apply for financial help to lower the cost of your monthly premiums and out-of-pocket costs for health insurance.

LET'S GET STARTED



Browse for health & dental plans

Compare plans and find out how much insurance may cost.



Register with access code

Use your access code to register for a new account.



Log in to existing account

If you already have an account, log in here.

- Assisters will be able to log in through MNsure.org or through a link on Assister Central.

Email Address

Password

 Remember Me

Login

[Forgot password?](#)

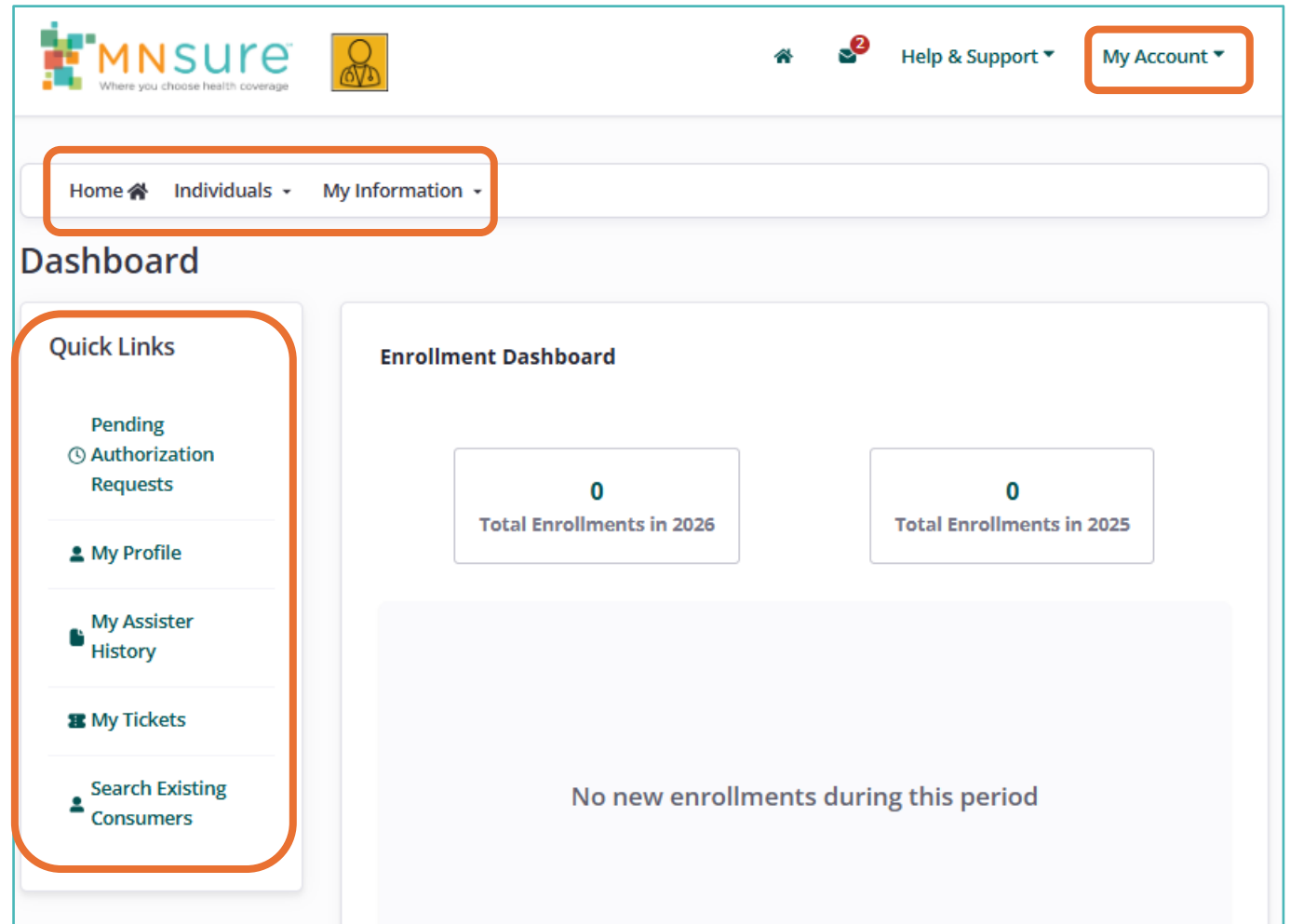
[Trying to get covered? Register Now](#)



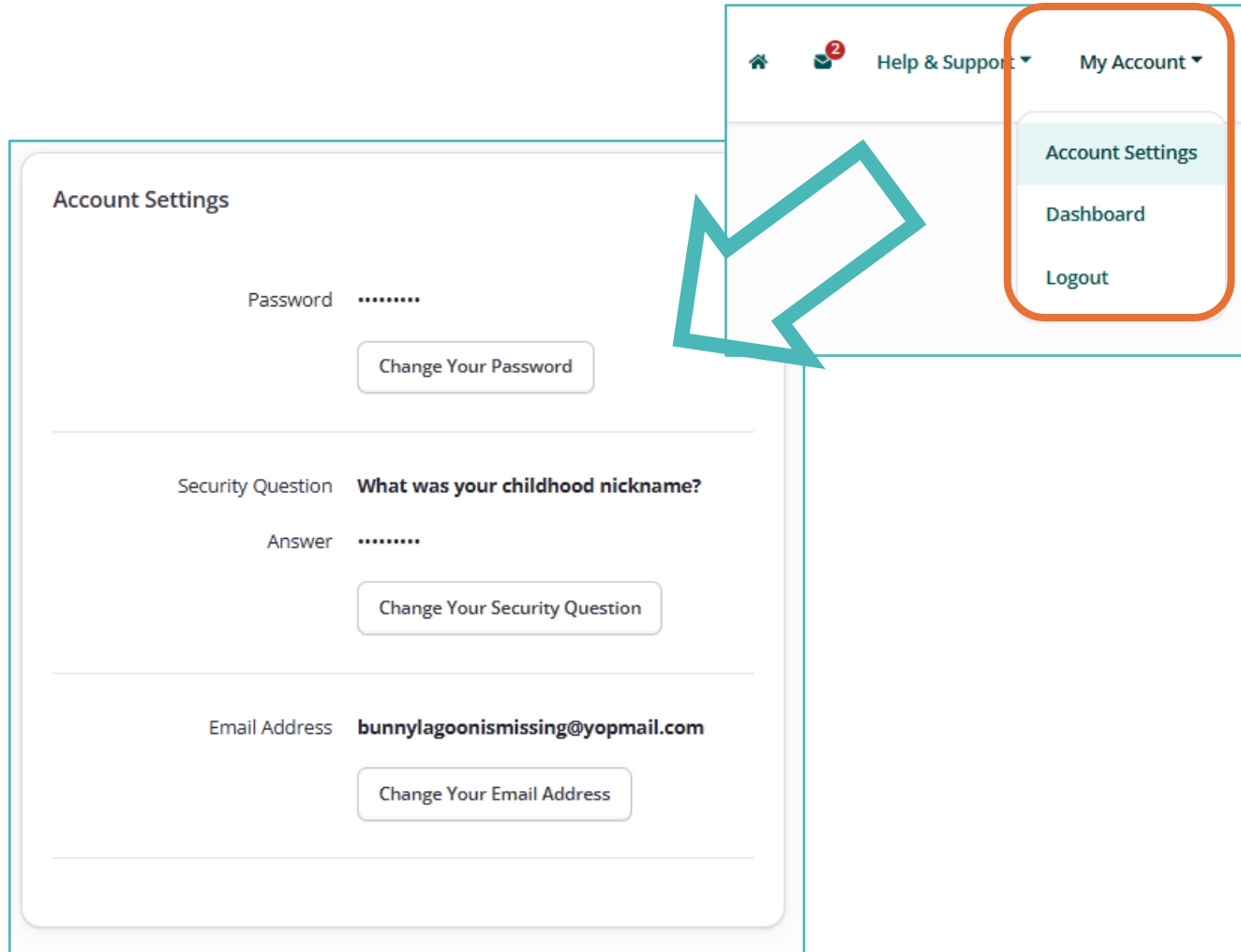
MNsure Portal Dashboard



- After logging in, you will land on your MNsure portal dashboard.
- The new dashboard will look like what you see now but offer significantly more functionality.



“My Account” Options



Account Settings

Help & Support My Account

- Account Settings
- Dashboard
- Logout

Account Settings

Password
Change Your Password

Security Question **What was your childhood nickname?**
Answer
Change Your Security Question

Email Address **bunnylagoonissing@yopmail.com**
Change Your Email Address

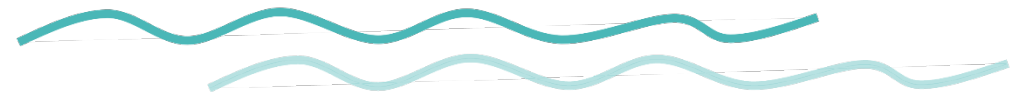
- “My Account” option allows you to update your account settings:
 - Change your password.
 - Change your security question.
 - Change your email address for system communications
 - Note: To change your account username, you will need to contact the ARC.

Updating Your Profile Information

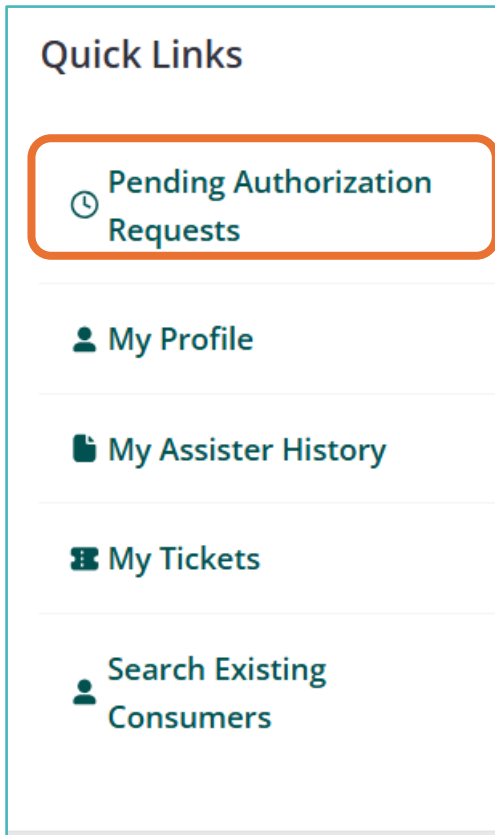


A screenshot of the MNSure dashboard interface. On the left is a sidebar with 'Quick Links' including 'Pending Authorization Requests', 'My Profile' (highlighted with an orange box), 'My Assister History', 'My Tickets', and 'Search Existing Consumers'. The main content area shows a breadcrumb trail: 'Home > Individuals > My Information' (the last two items are highlighted with an orange box). Below this is a 'Dashboard' section with another 'Quick Links' area and a 'Pending Authorization' section. A dropdown menu is open under 'My Information', listing 'My Contact Details', 'My Public Profile', 'Certification Status', and 'Status'.

- There are two places you can update your profile for the Assister Directory:
 - Add a photo.
 - Indicate whether you are available for remote assistance.
 - Change your public-facing phone number.
 - Add or remove languages you can assist with.

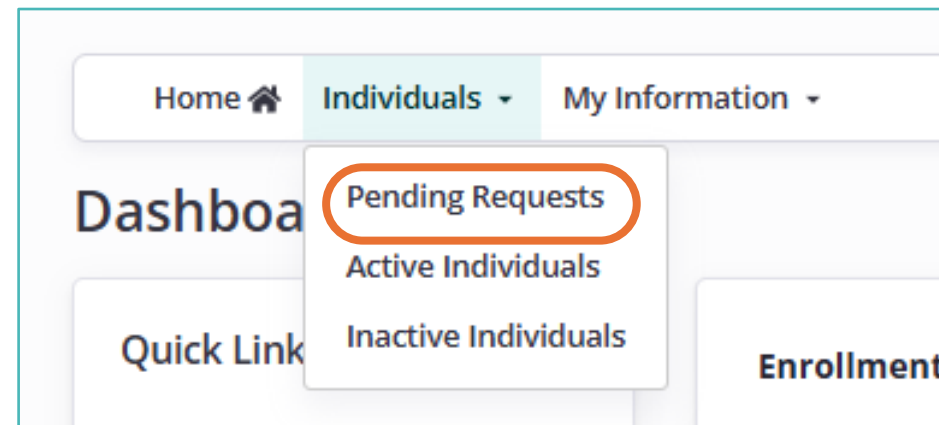
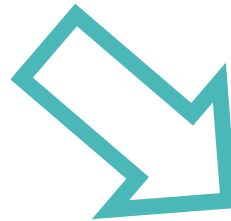


Viewing New Consumer Requests



- There are two places where you can find pending requests from consumers to create an authorization.

1. In the left-hand “Quick Links” menu, select “Pending Authorization Requests”.
2. In the top navigation menu under “Individuals,” select “Pending Requests”.

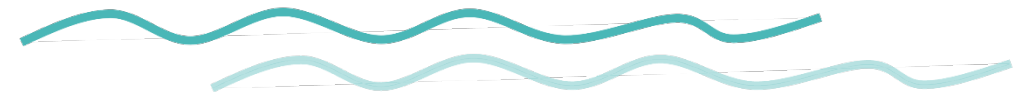


Viewing Current Consumers



The screenshot shows the MNSure web application interface. At the top left is the MNSure logo with the tagline "Where you choose health coverage". To the right of the logo is a user profile icon. Further right are navigation links for "Home", "Help & Support", and "My Account". Below this is a secondary navigation bar with "Home", "Individuals", and "My Information". The main content area is titled "Dashboard" and features a "Quick Links" sidebar on the left with items like "Pending Authorization Requests", "My Profile", "My Assister History", "My Tickets", and "Search Existing Consumers". A dropdown menu is open under the "Individuals" link, showing three options: "Pending Requests", "Active Individuals" (highlighted with an orange box), and "Inactive Individuals". A teal arrow points to the "Individuals" link in the top navigation. Below the dropdown, there is a section titled "Quick Link" with the text "No new enrollments during this period" and a partially visible "Enro" button.






- To view the list of all your already associated consumers, under “Individuals” in the top navigation menu, select “Active Individuals.”
- Your active individuals are sometimes referred to as your “book of business.”



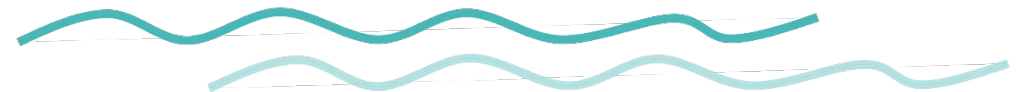
Viewing Tickets



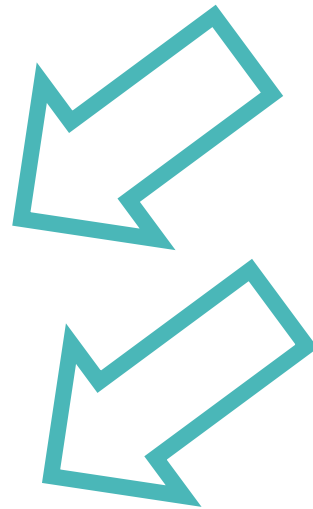
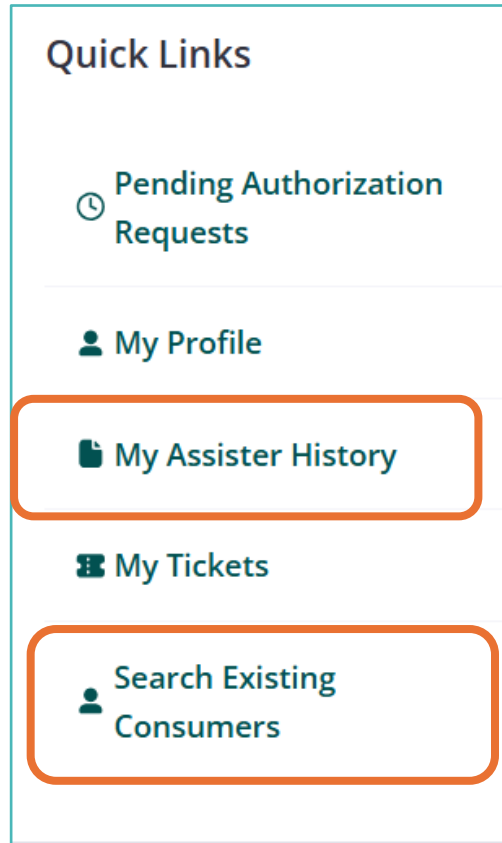
Quick Links

-  Pending Authorization Requests
-  My Profile
-  My Assister History
-  **My Tickets**
-  Search Existing Consumers

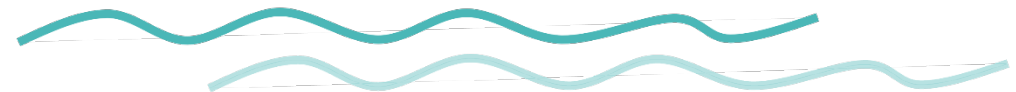
- “Tickets” are support requests that you can submit to Mnsurance.
- If you are submitting a ticket regarding a consumer’s case, you should do that through the consumer’s account.



Other Actions



- You can also see previously associated individuals by selecting “My Assister History” in the “Quick Links” menu.
- To initiate an association with a new client, select “Search Existing Consumers” in the “Quick Links” navigation.



Associating with New Clients

Authorizing an Assister



Navigator To Be Authorized: Bunny Lagoon

- I have selected the navigator listed above and authorize them to access data and enter information associated with this account on behalf of my household.

This authorizes the navigator to perform activities on behalf of my household, including but not limited to the following: apply for coverage, make updates to the application, enroll in a plan, make changes to enrollments, change tax credits applied to the monthly premium, upload documents and view details of all my household's enrollments, applications and notices.*

- I acknowledge that I am still responsible for meeting all applicable deadlines for enrolling in coverage and that I may end this authorization at any time through my MNSure online account or by calling the MNSure Contact Center at 651-539-2099 (855-366-7873 outside the Twin Cities) TTY at 711.*

- I understand this authorization may be transferred to a different navigator from the same agency. I understand that a manager from the agency will have access to my personally identifiable information in order to delegate a different navigator to my account. I understand I will be notified if my navigator changes and I can choose to end the authorization at any time.*

- I have reviewed the MNSure Privacy Warnings, and understand the intended purpose for collecting private data on the application. By entering my eSignature below, I acknowledge and affirm, under penalty of perjury that the above statements are true and correct.

If you do not wish to proceed with authorizing this navigator to take these actions, please close this window.*

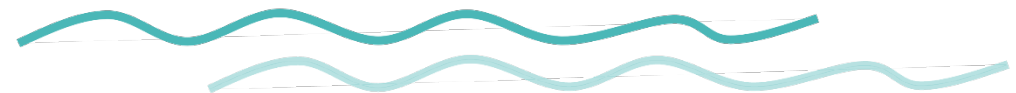
- When working with a new consumer, your first step is to have them “designate” or “authorize” you as their assister.
- This electronic permission allows you to access a consumer’s individual account to see their information and act on their behalf.
- Assisters should **always** use their **own** MNSure portal to view consumer information and take any actions on behalf of a consumer.



Navigator Payments for QHP Consumers



- Navigator agencies continue to be eligible for payment for each successful determination of eligibility for a QHP resulting from submitting an application or for completing a QHP enrollment through MNsure.
- MN-EES (not METS) will be the system of record for eligibility for a QHP and enrollment in a QHP.
- ACA regulations mandate that applicants provide explicit authorization before a navigator can assist a consumer with applying and/or enrolling.
- MNsure's new system allows all QHP applicants to meet this requirement through the online assister authorization process.



Tracking Navigator Payments



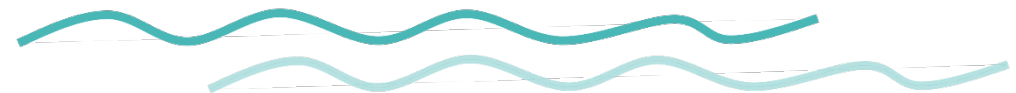
- To be associated with a case for the purposes of payment for QHP activity, navigators will be required to be electronically authorized by the consumer to act on their behalf.
- If a consumer applies online through METS or using a paper application and is QHP-eligible, navigators will still need to set up an association in MN-EES to be eligible for payment.
- Using the MNsure portal to track QHP payment eligibility instead of current methods will give navigator agencies more transparency.
 - Agencies can export a list of consumers for tracking payments (covered in this webinar).
 - Consumers can transfer their association to a broker for assistance with enrolling in a plan, but the navigator will still be eligible for payment if they assisted with submitting the application.




Creating Consumer Authorizations



- The MNsure system offers options for how consumers and assisters can create an association:
 1. The consumer can initiate an authorization using the new MNsure Assister Directory.
 2. An assister can initiate the authorization by searching for an existing consumer.
 3. An assister can initiate the authorization by creating an account for a new consumer.



New Assister Directory



MNSure-certified navigators are trained experts at local, trusted community organizations and can help you:

- Fill out your application
- Enroll in coverage
- Report changes to MNSure
- Renew your coverage

MNSure-certified navigators always offer these services for free.

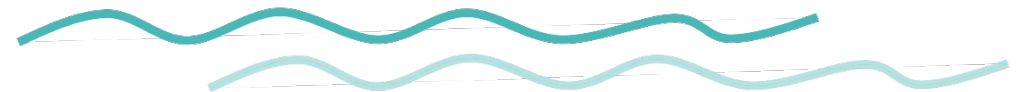
[Find a navigator near you](#)

Search By Navigator or CAC Organization

Navigator or CAC Organization

Search

- A new Assister Directory will be available on MNSure.org and within MN-EES.
- The directory is available to consumers at any point in their MNSure experience.
- Consumers can search by location or for a specific agency.
- Note: Navigators are required to be listed on the Assister Directory unless they do not directly help consumers in a supervisor or support staff role.



Agency Directory Listing



Bunny's Health Assisters

Back

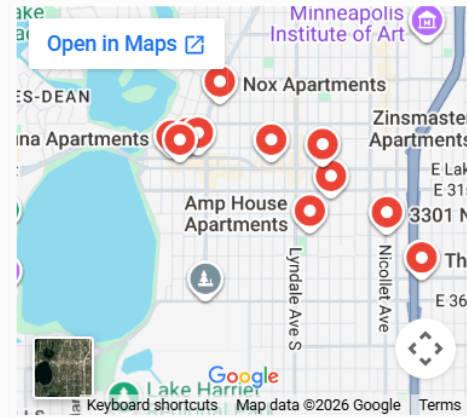
1515 12th Street, Minneapolis, MN, 55408

Languages Spoken **English, Spanish**

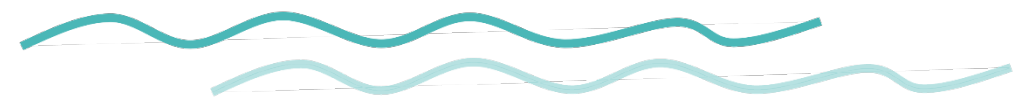
Languages Written **English, Spanish**

Hours of Operation
Monday 08:30 am-05:00 pm
Tuesday 08:30 am-05:00 pm
Wednesday 08:30 am-05:00 pm
Thursday 08:30 am-05:00 pm
Friday 08:30 am-05:00 pm
Saturday Closed
Sunday Closed

"Bunny's Health Assisters" has 2 MNSure Navigators
[Show Navigators](#)



- Directory information for an agency includes locations, languages and hours of operation.
- Agencies can set up multiple locations and assign navigator staff as being available at specific locations. (This information is set up through the agency manager's portal.)



Consumer-Initiated Authorization



- If the consumer is logged into their MNsure account, they find a navigator through the Assister Directory and send an electronic request to work with them.
- If a consumer does not have a MNsure account, or is not logged into their account, they can search the directory but cannot initiate an authorization.
- Consumers cannot initiate an association with assisters that are not listed on the directory.

A screenshot of a mobile application interface. At the top right is a dark green button labeled 'Select Navigator'. Below it is a search result for 'Bunny Lagoon'. The result includes the text 'Bunny's Health Assisters', the address '1515 12th Street, Minneapolis, MN, 55408', the phone number '555-121-2515', and the email 'bunnylagoonismissing@yopmail.com'. It also lists 'Languages Spoken English, Russian, ASL, Oromo, Somali, Tigrinya'. To the right of the text is a map snippet showing several red location pins. Below the search result is a white notification box with a dark green header 'Request Submitted'. The notification text reads: 'Your request has been submitted to Bunny Lagoon. They will need to accept your request before they can begin helping you. You will receive a notification in your account's secure inbox when your request is complete. If you need immediate help, you can contact them via phone or email.' At the bottom of the notification box are two dark green buttons: 'Back to Search page' on the left and 'Close' on the right.

Viewing Pending Requests



- You can check for new requests from consumers through your MNsure portal by viewing “Pending requests”.
- Requests will show the consumer’s name, family size (if they have applied) and the date the request was made.
- Click on the consumer’s name to see contact information.
- Accept or Decline the request.

Name	Family Size	REQUEST SENT ↓
Humphrey Geller	NA	06/06/2026

Showing 1-1 of 1 items

Rows

Accept
Decline

Humphrey Geller

Contact Name: Humphrey Geller
Phone Number: 651-308-5821
Email Address: dragonman@yopmail.com

Close

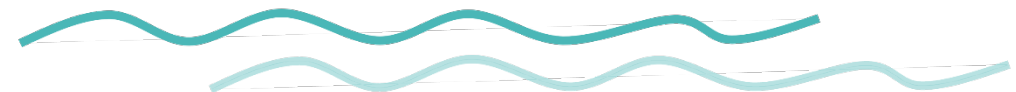
Accepting Pending Requests



- If you accept the request, the consumer will show up as an “Active Individual” in your portal.
- You will be able to see more information about the consumer’s status and take actions on their behalf.

Linis Azbury Household Case ID MN100015959	Application Year: 2026 Application Status: Complete and Submit Application Eligibility Status: Pending	Household not enrolled in a plan >
<input type="checkbox"/> Select	Household Composition & Eligibility	Applicant Verifications More Actions ⋮

Humphrey Geller Household Case ID MN100028786	Application Year: - Application Status: Start New Application Eligibility Status: -	Household not enrolled in a plan >
<input type="checkbox"/> Select	Household Composition & Eligibility	Applicant Verifications More Actions ⋮



Declining or Transferring Requests



- If you decline the request, the consumer will be notified.
- Note: If you are not available, your agency manager (using their manager portal role) can accept the request on your behalf and reassign the consumer to another certified individual at your agency.

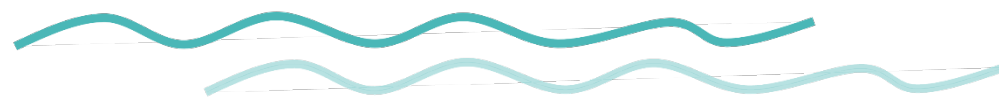
Select an navigator and click Next

Select	Navigator name	Status	Email address	Site
<input type="radio"/>	Bunny River	Active	bunnyriverismissing@yopmail.com	Bonnie Ln, Minneapolis, MN 55422
<input checked="" type="radio"/>	Bunny Lagoon	Active	bunnylagoonismissing@yopmail.com	1515 12th Street, Minneapolis, MN 55408
<input type="radio"/>	Bunny Creek			

Transfer 1 consumer

You have selected the following 1 consumer for transfer to a new navigator:

- Humphrey Geller



Search for an Existing Consumer



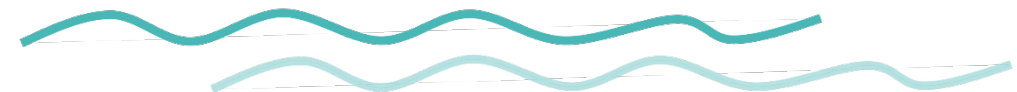
- For an assister to initiate an authorization, they must first search to see if the household already has an application in MNSure's system.
- The consumer's name, SSN and date of birth are required for a match.
- Note: This is a potential method for associating with a consumer who applied through METS.

Search For Existing Consumer

I attest I have the permission to perform this search, and that the information provided to me to verify the consumer's identity is correct to the best of my knowledge.*

Please fill in all of the fields below to verify the consumer's identity.

First Name*	Last Name*	Date of Birth*
<input type="text" value="nEW"/>	<input type="text" value="CONSUMER"/>	<input type="text" value="05/16/1975"/>
Document Type*	Document Number*	Method*
<input type="text" value="Social Security Card"/>	<input type="text" value="***.**.1949"/>	<input type="text" value="In Person"/>



Consumer Confirms Authorization



- If a match is found, the assister can request to “claim” the household.
- To complete the authorization, the consumer must provide the assister with a verification code they receive via a text, a call, or email (based on the communication preference in the consumer’s account settings).

New Consumer

DOB	05/16/1975
Address	152 7th St East, Saint paul, MN 55101
Phone	6513085821
Email	newconsumer@yopmail.com
SSN	XXX-XX-1949

An OTP will be sent to the consumer. OTP verification is required before adding the consumer to the book of business.

Cancel **Send OTP** ⓘ

OTP Verification

Before you can proceed with claiming this consumer, you must verify the OTP.

The system has sent a one-time passcode (OTP) to the consumer's email **n*****@yopmail.com**. Please request the consumer to share this one-time passcode with you. You have a total of 4 attempts remaining including resends within a 24-hour period.

Enter OTP below

Time Remaining: **09:29** minutes.

Didn't receive the verification OTP? [Resend](#) in **01:34** minutes.

Cancel **Submit**

Helping a New Consumer



- Assistors can also create a new account for a consumer.
- The first step is to search for the consumer to verify they do not already have an application.
- If no match is found, you can begin to help them by clicking on “Start new application.”

No match found

Based on the details you provided, we were unable to make a match to our database. If you would like to start a new application, please select the Start A New Application button to begin the process. If you would like to try again, please select the Cancel button to re-enter details.

Cancel

Start new application

Creating a Consumer Account




- You will then be taken to the new account creation process.
- The account holder should always be the responsible person in the household, even if they are not seeking coverage.
- Entering an email address for a consumer is optional.
 - If an email is provided, the consumer will get instructions to activate their MNSure account.
 - If no email is provided, the household can contact MNSure at any time to add an email.

Individual Information

First Name *

Last Name *

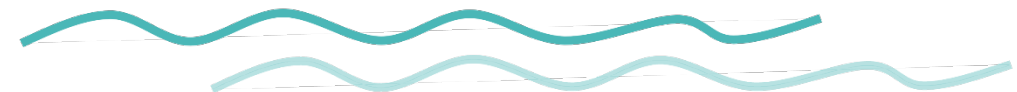
Date Of Birth * 

Zip Code *

Phone Number *

Email Address

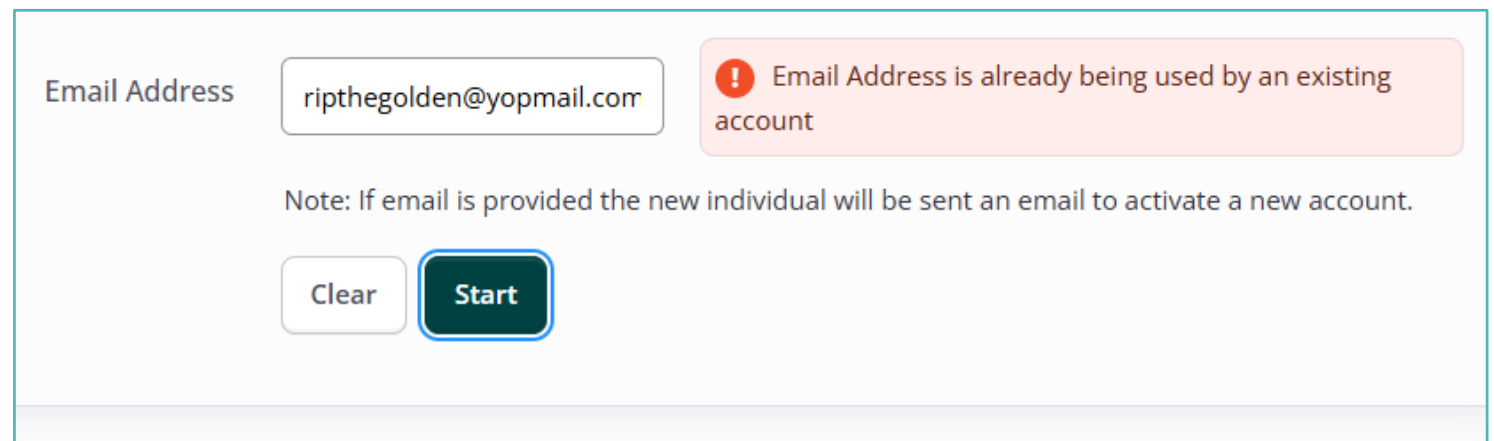
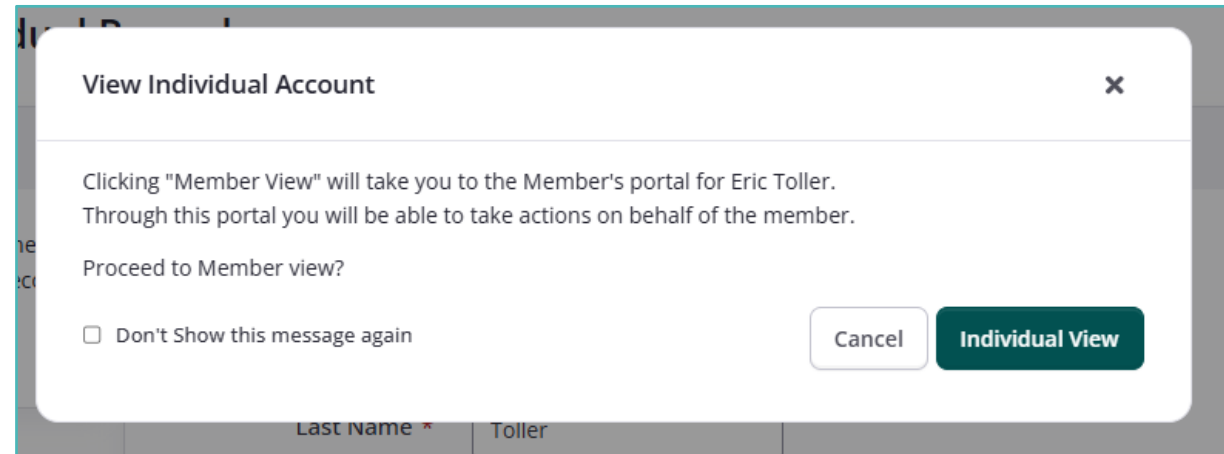
Note: If email is provided the new individual will be sent an email to activate a new account.



Creating a Consumer Account



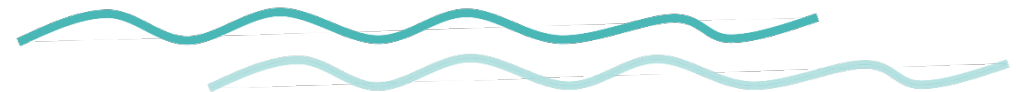
- Creating an account for the consumer will automatically establish your online association with the consumer. They will appear in your “active consumers” list.
- If the consumer already has created an account with the email, they can reset their password to access their existing account.



The Importance of Internal Controls



- Both the consumer and MNsure rely on certified assisters to maintain the internal controls around account creation.
- Protect consumers, and protect yourself, by following these policies:
 - *Only create consumer accounts using the consumer's email and phone number.* If a consumer doesn't have an email address, you can still create an account for them.
 - *Never log into the consumer's account to create an association, view consumer information or act on their behalf.* Once the consumer authorizes your association, you can see everything and do everything a consumer can.
 - *Never retain the consumer's account password or security question answer.* Consumers can use self-service process to reset the password. And you still have full access to support them through your portal account.



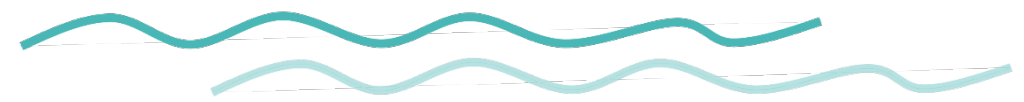
Viewing Consumer Information

View Your Active Individuals



- Navigate to your “Active Individuals” to see a list of all the consumers you are associated with.
- Each consumer listed will display some basic information on their application and eligibility status.

The screenshot shows a list of two household entries. Each entry is contained in a light gray box with rounded corners. The first entry is for 'Linis Azbury' with Household Case ID 'MN100015959'. It shows 'Application Year' as 2026, 'Application Status' as 'Complete and Submit Application', and 'Eligibility Status' as 'Pending'. The second entry is for 'Eric Toller' with Household Case ID 'MN100033442'. It shows 'Application Year' as '-', 'Application Status' as 'Start New Application', and 'Eligibility Status' as '-'. Both entries have a 'Household not enrolled in a plan' status with a right-pointing arrow. Below each entry is a row of controls: a 'Select' checkbox, a 'Household Composition & Eligibility' link with a person icon, an 'Applicant Verifications' link with a checkmark icon, and a 'More Actions' dropdown menu with three dots.



Search for an Associated Consumer



- You can also search your entire list of associated consumers to search for a specific individual.
- You can expand the search options to look for consumers with a specific status.

Search all your consumers

First Name Last Name Application Year

Search all your consumers

First Name Last Name Application Year

Application Status Applicant Verifications Qualifying Life Event Verifications

Approaching Medicare Age Binder Payment Enrollment Deadline

Issuer

Export Lists of Consumers



Export data

Export currently selected consumers (1)

Export all consumers in search results (3)

Export entire list of your consumers

Format

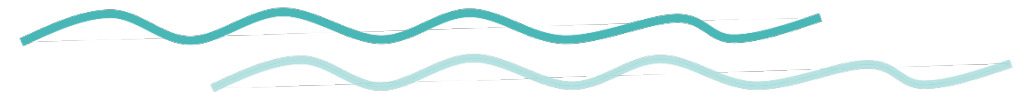
XLS (Microsoft Excel)

CSV

You are attempting to download consumer information. You must agree that you will follow MNsure's privacy and security standards to continue.

I agree

- You can export a list of all your consumers, or a selected list of consumers.
- Data exported includes contact information, application and eligibility status, and enrollment information.



Viewing Consumer Information



- When looking at a consumer listing, you can see more details by selecting:
 - The consumer's name.
 - Household composition & eligibility.
 - Applicant verifications.
 - Coverage information.
- What you select will jump you to a specific section of the "Consumer Details" page.

A screenshot of a consumer listing card. The card is divided into several sections. On the left, the consumer's name 'Linis Azbury' is displayed in bold. Below the name, the 'Household Case ID' is shown as 'MN100015959'. To the right of the name, there are three rows of application details: 'Application Year' is '2026', 'Application Status' is 'Complete and Submit Application', and 'Eligibility Status' is 'Pending'. On the far right, there is a section titled 'Household not enrolled in a plan' with a right-pointing arrow. At the bottom of the card, there is a navigation bar with a 'Select' button (indicated by a square icon), a link for 'Household Composition & Eligibility' (with a house icon), a link for 'Applicant Verifications' (with a checkmark icon), and a 'More Actions' dropdown menu (with a three-dot icon).

Linis Azbury	Application Year	2026	Household not enrolled in a plan >
Household Case ID MN100015959	Application Status	Complete and Submit Application	
	Eligibility Status	Pending	
<input type="checkbox"/> Select	Household Composition & Eligibility	Applicant Verifications	More Actions ⋮



Consumer Details

- The “Consumer details” page gives you all the key information on the status of the consumer at a glance.

Eric Toller (highlighted)

Minnesota Exchange Plan ID: MN100033442

Date of Birth: 04/26/1975

Current Application: -

Year: -

Current Application Status: Start New Application

Current Eligibility Status: -

Email: erictoller@yopmail.com

Phone Number: 651-308-5821

Address: -

Household Details (highlighted) | 2026 | 2025

Summary

Minnesota Exchange Plan Eligibility: -

APTC for household: -

Cost sharing reduction: -

Household members • 0 total

[View Household Details](#) (highlighted)

Coverage Details (highlighted) | 2026 | 2025

There is no coverage for year 2026.

Account Note (highlighted)

No Account Notes

[Add Account Note](#)

Consumer Details Sections



- The first section shows the consumer's contact information and application and eligibility information, if they have an active application.
- The second section flags whether there are any outstanding verifications.

← Back **Consumer details**

Pam Soil	Current Application Year	2026 (1 member)	Email	pamsoil123@yopmail.com
Household Case ID MN100008868	Current Application Status	Shop for Plans	Phone Number	612-840-1716
Date of Birth 11/03/1988	Current Eligibility Status	Conditional	Address	1177 Maple St, Maple City, MN, 55369

Applicant Verifications 1 ^

Verification name	Member	Status	Date
Non-ESI Minimum Essential Coverage	Pam Soil	Not Verified	88 day(s) left

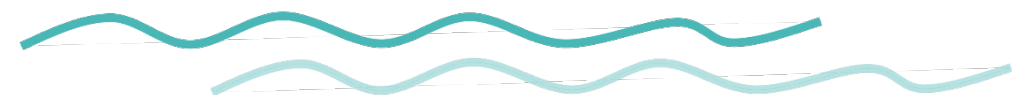


Consumer Details: Household Information



Charlie Bergen • Spouse		Member eligibility	
DOB	05/18/1988	<input type="checkbox"/>	Not Eligible to enroll in a Market Place Health or Dental Plan
Gender	Male	<input type="checkbox"/>	Potentially MinnesotaCare Eligible
SSN	***.**-6565		
Address	154 Happy Trails Road Minneapolis MN, 55418		
US citizen?	Yes		
Seeking coverage?	Yes		
Candy Bergen-Doody • Child		Member eligibility	
DOB	05/15/2025	<input type="checkbox"/>	Potentially Medical Assistance Eligible
Gender	Female	<input type="checkbox"/>	Not Eligible to enroll in a Market Place Health or Dental Plan
SSN	***.**-5555		
Address	154 Happy Trails Road Minneapolis MN, 55418		
US citizen?	Yes		
Seeking coverage?	Yes		

- The next section provides details about any other members of the household included on an active application.
- If their eligibility status shows as potentially eligible for MinnesotaCare or Medical Assistance, their application data is sent to METS via account transfer where eligibility will be determined.



Consumer Details: Coverage Details



Coverage Details **2026** 2025

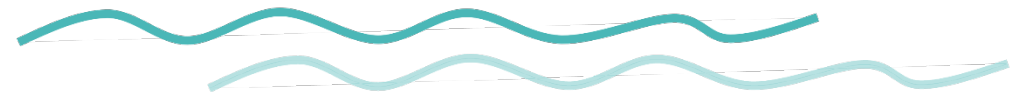
There is no coverage for year 2026.

Account Note

Bunny Lagoon added an account note - 06 Jun, 2026 06:40 PM
Called consumer on 6/1/2026 to let them know to upload ESI verification.

Add Account Note

- The coverage details section let's you see any active plan enrollment information, including previous year's information.
- The account notes section allows you to add notes for own your reference. The consumer cannot see these notes in their account.

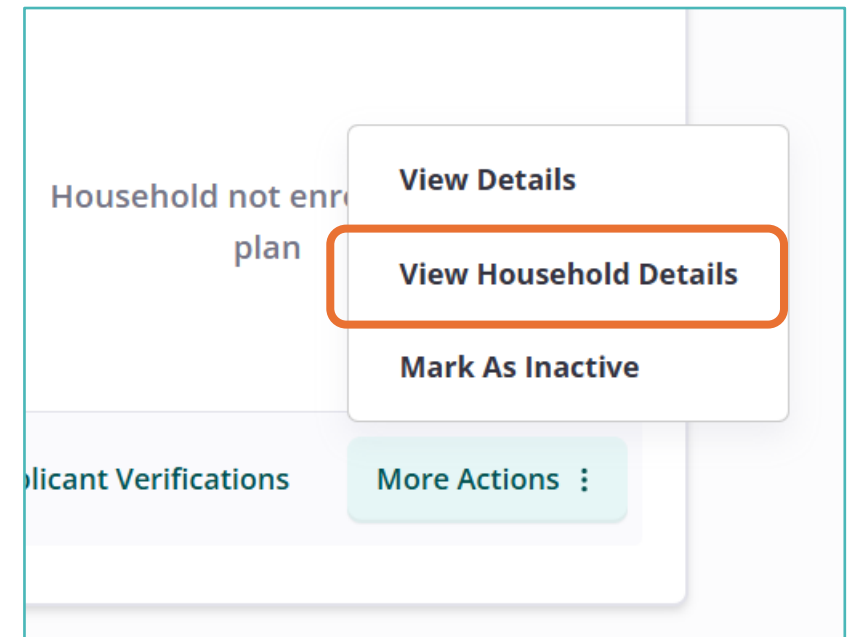
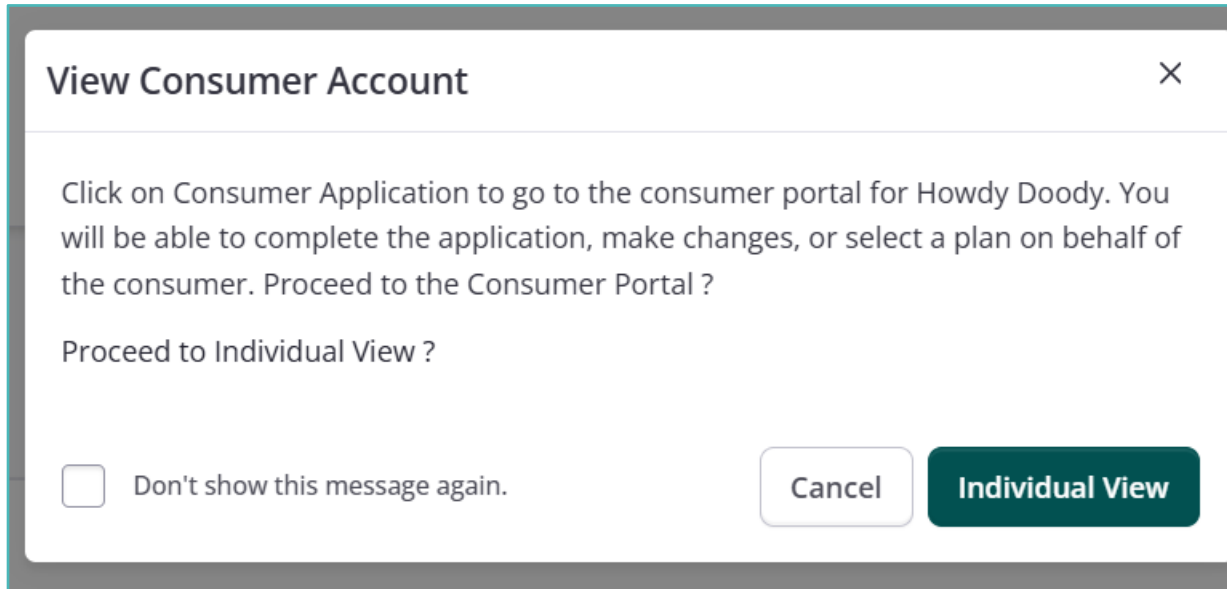


Helping a Consumer

Acting on Behalf of a Consumer



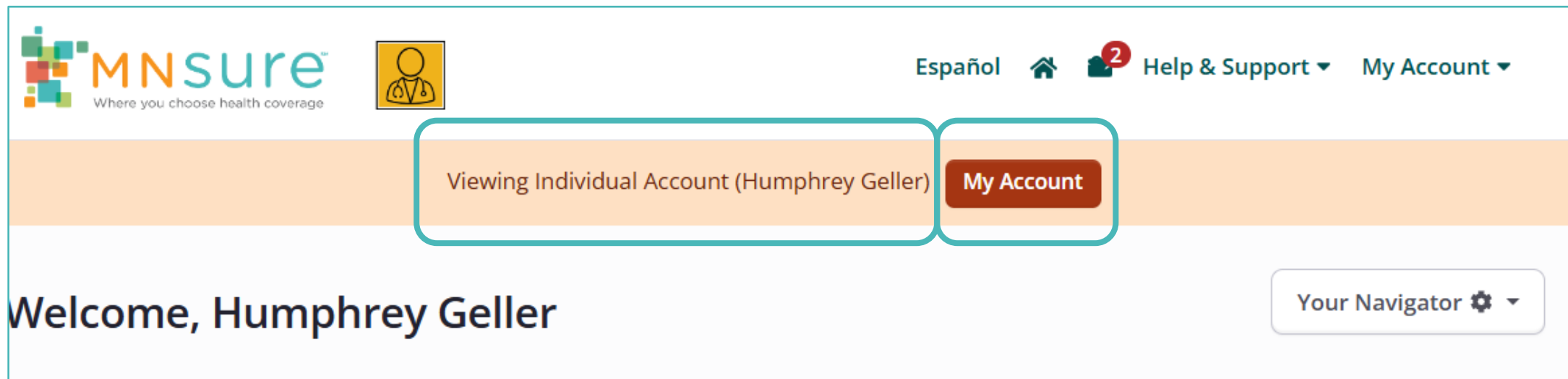
- Selecting “View Household Details” will allow you to go into the consumer’s account to see all their information and act on their behalf.



Viewing the Consumer's Account



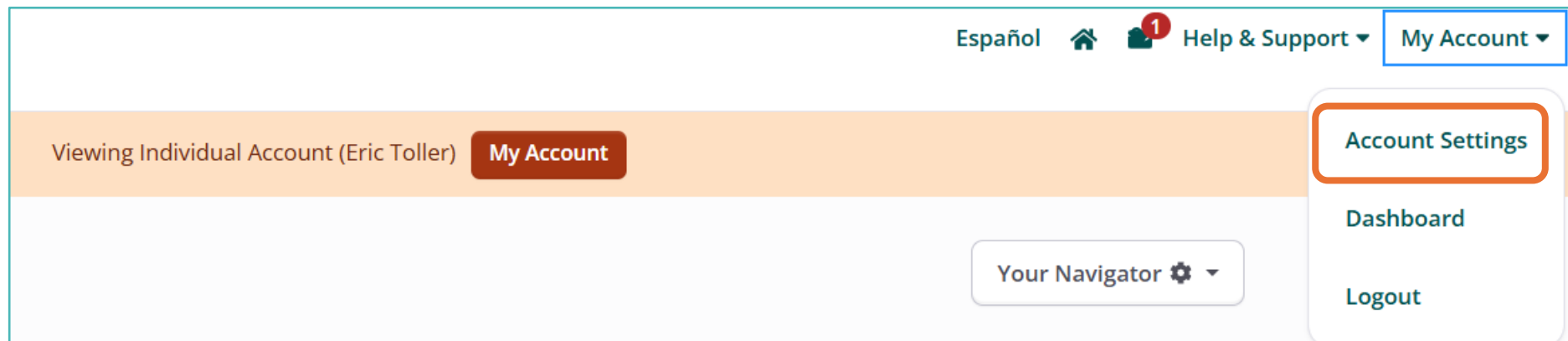
- When you are working in a consumer's account, you will always see a yellow/orange bar near the top of the screen. The bar will tell you whose account you are in.
- You can exit the consumer's account to return to your portal account at any time by selecting "My Account" on that bar.



Protecting Consumer Account Access



- One action you **cannot** do for a consumer is change their password, update their security question or update the email address for their username.
- Be careful! If you select “Account Settings” from the top menu bar, you will only be able to update your **own** portal account information, even if you are working in a consumer’s account.

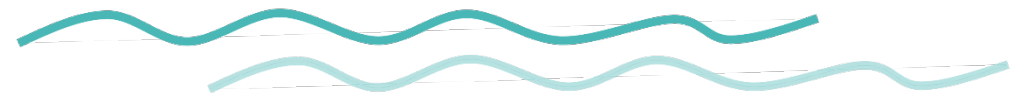


Apply for Coverage



- The “Next Steps” area on the consumer’s dashboard will help you identify where the consumer is at in the process.
- For a new consumer, you can start a new application on their behalf.
- The application will screen for public program eligibility, but MN-EES will only determine eligibility for a QHP.

A screenshot of a web dashboard interface. At the top, there are two tabs: "2025" and "2026". The "2026" tab is selected and highlighted in light blue. Below the tabs is a white rounded rectangle containing the text "Next Steps" followed by a message: "You missed the open enrollment period for 2026 to shop and enroll in a health plan. You can still enroll if you have a qualifying life event." To the right of this message is a dark teal button with the text "Start New Application" in white, which is highlighted with an orange border.



Resuming or Cancelling an Application



- If an application has been started, you can resume completing that application with the consumer.
- You can cancel an application to start over, but it may be more advantageous to edit the existing application.

Next Steps

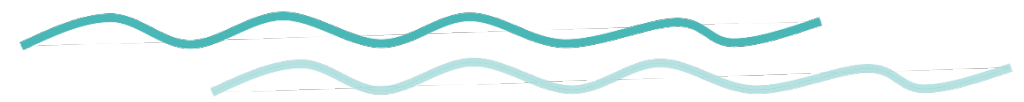
You missed the open enrollment period for 2026 to shop and enroll in a health plan. You can still enroll if you have a qualifying life event.

[Resume Application](#)

Overview

Your Application Status (Your Case ID is MN100015959)

2026 Application	In progress	Resume Application
		Cancel Application



Viewing a Submitted Application



- If the consumer has already applied, you can view the information that was entered on the application in the “Overview” section.
- By selecting “View Application” you will go to a page with more details, including the option to “View & Print Application Summary.”

Overview

Your Application Status (Your Case ID is MN100030639)

2026 Application For 1 member	Complete	View Application
----------------------------------	----------	----------------------------------

Application Status COMPLETED	Primary Contact New Consumer	Date Created Nov 2, 2026, 8:23:08 AM
Coverage Year 2026	Case ID MN100030639	Last Updated Nov 2, 2026, 8:25:47 AM
Type Initial Application		Max Household APTC \$249.72 per month
		Cost Sharing Reductions Not Eligible

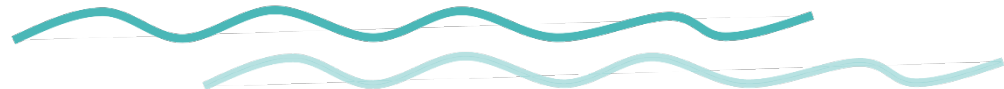
To view your next steps, please return to your dashboard

[Go to Dashboard](#)

Actions you can take for this application

[Cancel Application](#) [View Eligibility](#) [Verifications & Documents](#)

[View & Print Application Summary](#)



Editing an Application



- If there is an error with the application information, or the consumer needs to update information, you can edit the application under “Your Household Eligibility” in the Overview section.
- Editing application allows you to go through all the application questions and make updates, such as adding/removing household members, changing income, etc. When the application is resubmitted, the eligibility will be redetermined.

Your Household Eligibility		
New Consumer	<u>Advanced Premium Tax Credit</u> \$249.72 per month	View Details
	Not eligible for Cost-Sharing Reductions	Edit Application

Uploading & Checking Verifications



- By selecting the missing verification item, you will have the opportunity to upload the verification document for the consumer.
- You can check the status by looking at the “My tickets” for the consumer’s account.

Non-ESI Minimum Essential Coverage (Not Verified) - Action needed by **09/02/2026**

We could not verify Pam Soil's health coverage or enrollment status from Children's Health Insurance Program, Medicaid, Peace Corps, Medicare, Veterans Affairs (VA) Health Care Program, TRICARE or other Public Programs. Your application on MNSure indicated that Pam Soil does not have coverage from any non-employer sponsored sources. If this is incorrect, correct it and resubmit your application by 09/02/2026. If this is correct, upload supporting Verification Documents here by 09/02/2026.

[Click here](#) to see the document uploaded using QR Code.

Select Document Type*

Choose Document to Upload* OR

Ticket History						<input type="button" value="Submit New Ticket"/>
Ticket Id	Subject	Individual	Status	Created Date	Close Date	
TIC-1302	Verify Non-ESI MEC of Pam Soil	Pam Soil	Resolved	02/06/2026	02/06/2026	

Viewing Notices



- The “My Inbox” option on the left-hand menu allows you to view all QHP-related consumer notices, including eligibility notices.

- My Dashboard
- My Applications
- My Eligibility Results
- My Enrollments
- My Assister History
- My Inbox**
- My Tickets
- My Preferences



Notifications

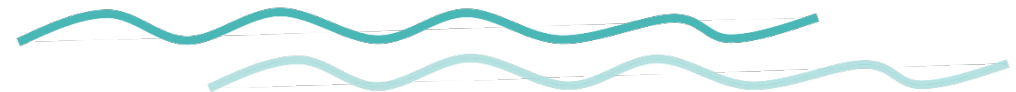
Date	Subject
06/06/2026	MNsure Health Care Eligibility Notice
02/06/2026	MNsure Health Care Eligibility Notice
02/06/2026	A MNsure-certified navigator accepted your request for help
02/06/2026	A MNsure-certified broker accepted your request for help
02/06/2026	Important Update on the Document(s) submitted to MNsure!

1

MN-EES Resources



- Visit Assister Central (www.mnsure.org/assister-central/) and select “Assister Resources” for additional information on MN-EES.
- Includes PowerPoint slides from webinars and upcoming training announcements. We will continue to add more resources.



What are your questions?

