Accessibility, Anti-Discrimination, Compliance and Ethics Resources and References

This page contains links to resources and references used for MNsure-certified assistants regarding accessibility, anti-discrimination, compliance and ethics. This is a list of resources used in annual MNsure training, and not meant to be an exhaustive list on these topics.

Accessibility and Anti-Discrimination Resources and References

MNsure Assister Central Resources
- Assister Portal
- Virtual Meetings Policy
- Limited English Proficiency Policy
- Over-the-Phone Account Creation Policy

MNsure.org Resources
- Accessibility
- Assister Directory
- Languages

External References
- Minnesota State Accessibility Standard

Compliance and Ethics Resources and References

MNsure Assister Central Resources
- Reporting Fraud and Complaints Policy
- Notice of Monitored Broker Performance
- Identifying and Terminating Inappropriate Interactions Policy
- Certified Application Counselor Services Agreement
- MNsure Grant Services Contract Navigator/In-Person Assister Agreement

MNsure.org Resources
- Terms and Privacy Policy