



Navigator/CAC Statewide Webinar

June 3, 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.



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 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 in METS will be migrated to the new system (whether they are enrolled in a plan and whether they qualify for financial assistance).

Future State: Two Systems



- DHS system (METS):
 - Access through new DHS web page.
 - Apply for Medical Assistance (MA) or MinnesotaCare.
 - System of record for MA and MinnesotaCare eligibility.
 - Processes renewals and changes in circumstances for MA and MinnesotaCare.



- MNsure system (MN-EES):
 - Access through MNsure.org.
 - Apply for QHP coverage with or without financial assistance.
 - Enroll in a QHP or manage coverage.
 - System of record for QHP eligibility.
 - Processes renewals and life event changes for QHPs.

Future State: Where to Apply



- Apply through the DHS website:
 - Your pre-screening process suggests a member of the household may be eligible for a public program.
 - The pre-screener tool on MNsure.org suggests a member of the household may be eligible for a public program.



- Apply through MNsure.org:
 - Your pre-screening process suggests all members of the household will be QHP-eligible.
 - The pre-screener tool on MNsure.org suggests all members of the household will be QHP-eligible.

No Wrong Door

- No matter where someone applies, METS and MN-EES will share data to route consumers to the right system to get their eligibility determined.
- MNsure and DHS will coordinate to maintain seamless coverage for Minnesotans, whether they are applying for the first time, or going through a change in eligibility.
- While there is no “wrong door”, the preferred door for a household with potential public program eligibility is to apply through the DHS website (METS) so the household has online access to their account.

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.

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.


June: Migrating QHP Consumers

- 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).

Consumer Account Activation

- If the primary contact for the household currently has a valid email address in METS, that will become their username for the new MNsure system. Once MN-EES is live, the consumer will receive an email with steps for activating their new MNsure account at MNsure.org.
- If there is no email address, MNsure will mail the consumer a notice which includes steps for how to activate their MNsure account.

Claim your new MNsure account

 noreply@mnsure.org
To: john_smith01@yopmail.com

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Dear John Smith,

Hello from MNsure! We've moved to a new technology system.


If you or anyone in your household is eligible for a private plan, you'll need a new MNsure account.

Follow these steps to claim your MNsure account today:

1. Go to <https://mn1integration.ghixqa.com/hix/accessCode>
2. Enter your unique Access Code: **314685**
3. Answer the security questions to confirm your identity.
4. Set up a username and password for your MNsure account.

If anyone in your household is eligible for Medical Assistance or MinnesotaCare: the Department of Human Services (DHS), your county or your tribal agency will continue to manage their coverage.

Thank you,
MNsure



Register with access code

Use your access code to register for a new account.

June: Migrating Navigators

- As part of the migration process, MNsure is creating new portal accounts for navigator agency managers and certified navigator staff.
 - CAC agencies and staff portal accounts are not being set up as part of the migration process but will have accounts set up when MN-EES is live.
 - Navigator agencies that did NOT update staff and agency information in AMP with the information MNsure has requested will likely experience delays in accessing their new MNsure portal account.
- If a QHP-eligible household currently has a portal association with a certified navigator in METS, that association will be migrated into MN-EES.
- New certifications and portal associations that happen in June may not be included in the migration process and will be resolved once MN-EES is live.

Activating Your MNsure Portal Account

- The MNsure portal for certified staff and agency managers will use the individual's email address in AMP for the account username.
- Like MNsure's consumers, once MN-EES goes live, you will receive an email at that address with steps to activate your portal account.
- The unique SMS-enabled phone number that was added in AMP will be required to verify your identity and for on-going multi-factor authentication.
 - If your agency did not update your record with an SMS-enabled phone number, or the number provided cannot receive text messages, there will be delays in accessing your portal account when MN-EES goes live.
- MNsure will provide additional details on the timing and steps for this process through the weekly Navigator Communication. **Please pay CAREFUL attention to all emails you receive from MNsure!**

Requirements for Portal Access

- While MNsure will create a MNsure portal account for you, there are **two requirements you must meet** before you will be able to use the portal to see consumer data and support clients:
 1. Complete the updated 2026-27 Data Privacy and Security, Compliance and Ethics course that has been available in the MNsure Learning Center since April 1.
 2. Complete a “MNsure Portal Access Assessment” which will be available in the MNsure Learning Center later in June. The assessment will be approximately 30 questions based on content from the two MN-EES webinar trainings: “The Consumer Perspective” and “MNsure Portal for Navigators and CACs”.

Important Upcoming Webinars

- MN-EES webinars:
 - The Consumer Experience
 - Thursday, June 4, 10 – 11:30 am (*repeat offering*)
 - MNsure Portal for Navigators and CACs
 - Tuesday, June 9, 10 – 11:30 am
 - Monday, June 15, 1 – 2:30 pm (*repeat offering*)
- METS webinars (presented by DHS):
 - METS: LoginMN and METS Changes
 - Monday, June 8, 1 – 3 pm
 - Implementing HR 1 in Minnesota
 - Wednesday, June 17, 1 – 3 pm

2027 Open Enrollment Dates

- 2027 Open Enrollment period will run from Tuesday, November 1, 2026, through Thursday, December 31, 2026.
- All enrollees will have a January 1, 2027, coverage effective date.



Thank You for Attending!

Please submit any questions via chat.

