



Navigator/CAC Statewide Webinar

April 1, 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



- MNsure's eligibility and enrollment platform is undergoing a major modernization effort that will improve the experience for qualified health plan (QHP) eligible consumers, our certified partners, and MNsure staff.
 - Consumers will be able to use their online account to view their application, report changes, upload verifications, submit tickets, and more.
 - Navigators and CACs will have access to a new full-service MNsure portal to support their QHP-eligible consumers.
- Medical Assistance and MinnesotaCare will continue to use the current eligibility system (METS).
- There will be “no wrong door” to coverage as METS and MNsure's new system will share data to route Minnesotans to the right place.

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.

Updated Information Required



- MNsure's new system will require a unique email address for creating an online account.
 - Agencies should review the "General Information" section for staff in the Agency Management Program (AMP) to make sure the email address is current and can be accessed by the assister.
 - MNsure is engaging in multiple strategies to update emails for existing consumers to ensure a smooth migration experience.
- MNsure's new system will offer a new "Manager" portal for agencies.
 - The role allows agencies to actively manage associations with QHP-eligible consumers and provide direct oversight of their certified staff.
 - Agencies will need to update AMP to assign someone to this new role. The individual will need to be actively certified.

Additional Transition Support

- Coming soon: MNsure will provide additional information to navigator and CAC administrators about the new manager portal and instructions for adding someone to the role in AMP.
- Throughout May and June: MNsure will offer webinar trainings will be offered on elements of MNsure's new system, including the consumer experience and the MNsure portal for assisters.
- Available by June: Before having their new MNsure portal access activated, navigators/CACs will need to pass an online knowledge assessment to demonstrate understanding of the webinar learning objectives.



Thank You for Attending!

Please submit any questions via chat.

