MNsure
Where you choose health coverage

Broker Statewide Webinar

June 11, 2026, 12:00 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.

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.

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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 later this month 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 will be migrated to the new system (whether or not they are enrolled in a plan and whether or not they qualify for financial assistance).
- Assisters will have access to a new MNsure assister portal to support QHP consumers.

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Two Systems: No Wrong Door

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

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Where to Start an Application

- 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.

- 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.

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Go-Live Anticipated Timeline

June 26	June 27	June 26-30	July 1
• METS taken offline at 10 p.m. • System updates to METS, including transition to LoginMN.	• METS available again for public program eligibility. • LoginMN goes live for METS access.	• MN-EES deployed, QHP data migrated from METS to MN-EES.	• MN-EES live for QHP eligibility. • MNsure portal activation emails sent to brokers and agency managers.

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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.
- MNsure will be migrating current broker agencies and certified brokers to MN-EES when the system is deployed. We anticipate sending account activation emails on July 1.
  - If a household with QHP eligibility currently has an assister portal association with a certified broker in METS, that association will be migrated into MN-EES.
  - If you have manual AORs with consumers, those consumers are being associated with you during the migration process and should be viewable your MNsure portal in MN-EES.

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Broker Portal Features

- Multiple paths for associating with clients to establish your agent of record (AOR), including consumer-initiated and broker-initiated options.
- Full service-support for your clients through your MNsure portal. You can see what they can see. You can do what they can do. Including creating accounts, submitting applications, uploading verifications, reporting changes, correcting applications, opening special enrollment periods, viewing notices, and more.
- 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 more.
- Manage your book of business through on-demand ability to export your client list and other features.

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Support Staff Portal Features

- Manage agency account:
  - Create new broker portal accounts
  - Update agency information, including locations and hours.
  - Manage who is listed on the directory.
- Manage the agency's book of business:
  - Easily reassign clients to brokers within the agency.
  - Easily reassign the entire book of business from one broker to another.
- Support the agency's clients with the ability to view and act on behalf of any consumer associated with one of the agency's brokers (except for enrolling a client in a plan).
- Agencies can have multiple support staff.

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Agency Manager Portal Features

- Manage Assister Directory information, including who is actively listed.
  - MNsure will stop using information in BAMP for the Assister Directory.
- Create portal accounts for new brokers and support staff.
  - Brokers and support staff will need to be certified to use the portal account.
  - MNsure will continue to manage the certification/recertification through BAMP.
- Manage the agency's full book of business:
  - Accept or decline consumer association requests on behalf of brokers.
  - Easily reassign clients to brokers within the agency or reassign the entire book of business from one broker to another.
- Support the agency's clients with the ability to view and act on behalf of any consumer associated with one of the agency's brokers.
- Agencies can have multiple agency managers.

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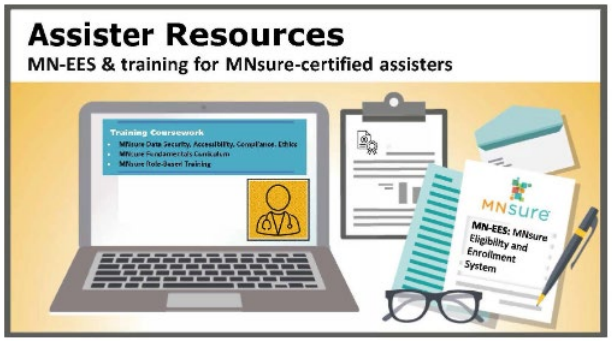
MN-EES Resources

- Upcoming webinar:
  - MNsure Portal for Brokers, Tuesday, June 16, 2 – 3:30 pm
- 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.



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Thank You for Attending!

Please submit any questions via chat.