



MN-EES: MNsure Portal for Brokers

About the Instructor

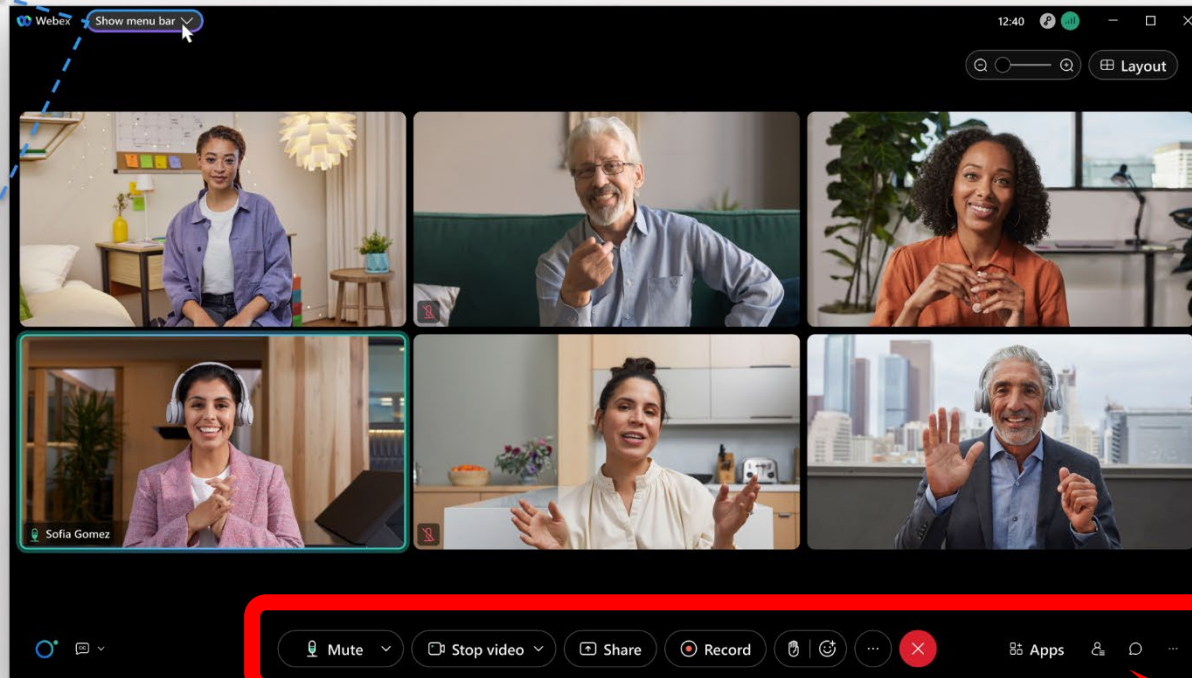
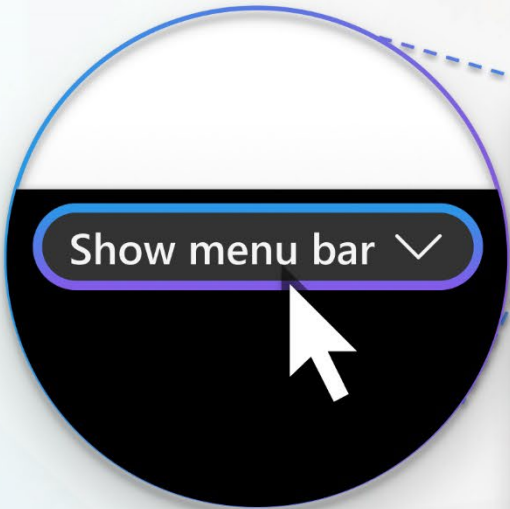


- Christina Wessel
 - MNsure, Senior Director of Partner Relations
 - Christina.wessel@state.mn.us

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



Webex Menu Bar

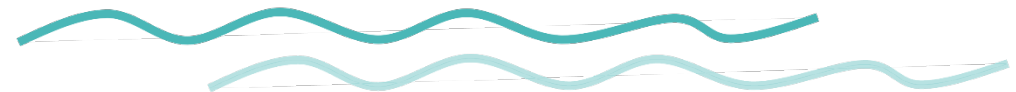


Session Learning Objectives



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

- Describe the key differences between a METS/DHS Portal account and MN-EES/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 AORs.
- Describe important internal control policies that protect consumer privacy.

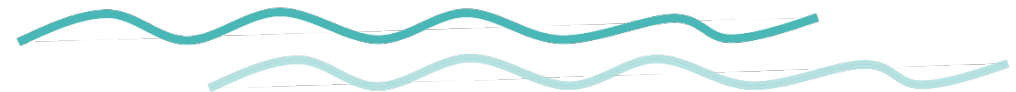


Session Learning Objectives (Continued)



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

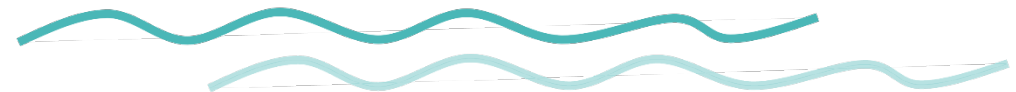


- MNSure system:
 - MNSure Eligibility & Enrollment System (MN-EES).
 - Start at MNSure.org.
 - Determines eligibility for qualified health plan (QHP) coverage with or without financial assistance.
 - All assisters have access to a MNSure portal to help QHP consumers.
- DHS system:
 - Minnesota Eligibility Technology System (METS).
 - Start at new DHS web page.
 - Determines eligibility for Medical Assistance (MA) and MinnesotaCare.
 - Only navigators and CACs will have access to a METS portal to help public program consumers.

Current Assister Portal



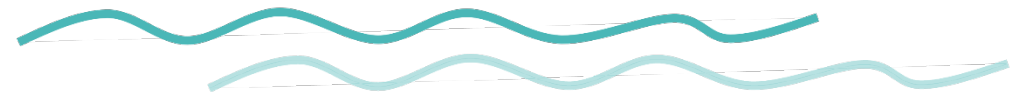
- The current “Assister Portal” is the online platform where MNsure-certified assisters view consumer information and perform tasks on their behalf.
- Consumers set up an association with an assister by logging into their METS account and entering an assister’s “Reference Number”.
- Currently, brokers, navigators and Certified Application Counselors (CACs) have access to an Assister Portal account.
- **Broker access to their current Assister Portal accounts for METS will be disabled on June 26. Your current QHP book of business will be migrated to MN-EES and accessible through your new MNsure portal account.**



Access to DHS System: Future State



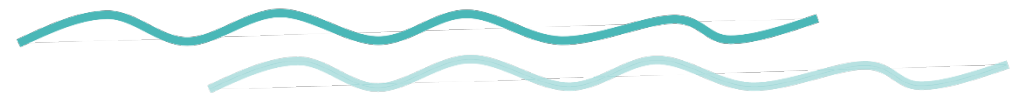
- Navigators and CACs will continue to have an Assister Portal account to support public program consumers applying through the DHS system.
- DHS is transitioning to using LoginMN for account access to METS.
 - LoginMN is the State of Minnesota's secure and centralized sign-on service that individuals and businesses use to access State of Minnesota services, programs, and applications.
 - All consumers will need to create a LoginMN account and re-verify their identity through that process before being able to access their existing online METS account.
 - The transition to LoginMN for account access goes live on June 27.



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.

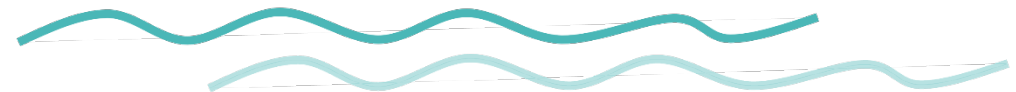
- Apply through MNsure.org:
 - The pre-screening process suggests all members of the household will be QHP-eligible.
 - The household wants to apply with no financial help to enroll in a QHP.



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.
- MnSure 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.



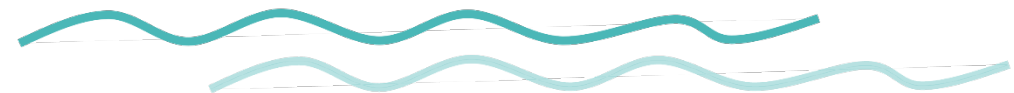


Accessing Your MNsure Portal Account

MNsure Portal Account Basics



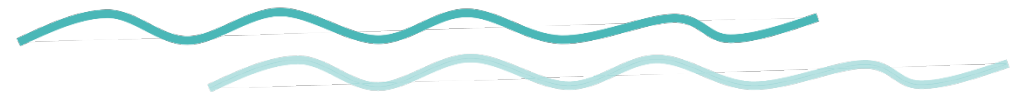
- All online accounts for the MNsure system, including MNsure Portal accounts for assisters, require a **unique email address** as the username.
- A **unique, SMS-enabled phone number that can receive text messages** is required to activate the account and for on-going multi-factor authentication (MFA) 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 account will allow them to receive important text message communications.



Migrating Current Certified Brokers



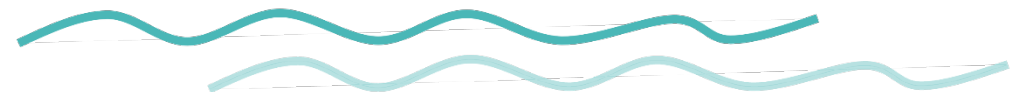
- MNSure will be migrating current broker agencies and certified brokers to MN-EES when the system is deployed in late June.
- All migrated certified assisters will have a MNSure portal account created in MN-EES. We anticipate sending account activation emails on July 1.
 - If a household with QHP eligibility currently has an assister portal association with a certified broker in METS, that association will be migrated into MN-EES.
 - MNSure is also working to convert current manual AORs into electronic AORs viewable in your MNSure portal during the migration process.



Go-Live Anticipated Timeline



June 26	June 27	June 27-30	July 1
<ul style="list-style-type: none">• METS down at 10 pm	<ul style="list-style-type: none">• METS live again• LoginMN for METS live	<ul style="list-style-type: none">• MN-EES deployment and data migration steps.	<ul style="list-style-type: none">• MNsure portal activation emails sent.



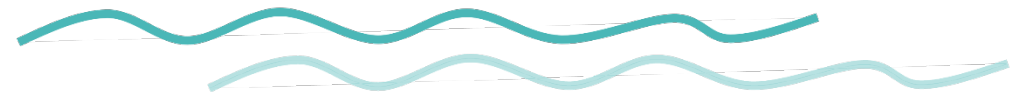


Tour of Your MNsure Portal

MNsure Portal Access



- Every broker 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.

- Brokers (and agency managers and support staff) will be able to log in through MNsure.org or through a link on Assister Central.

Email Address

Password

Remember Me

[Login](#)

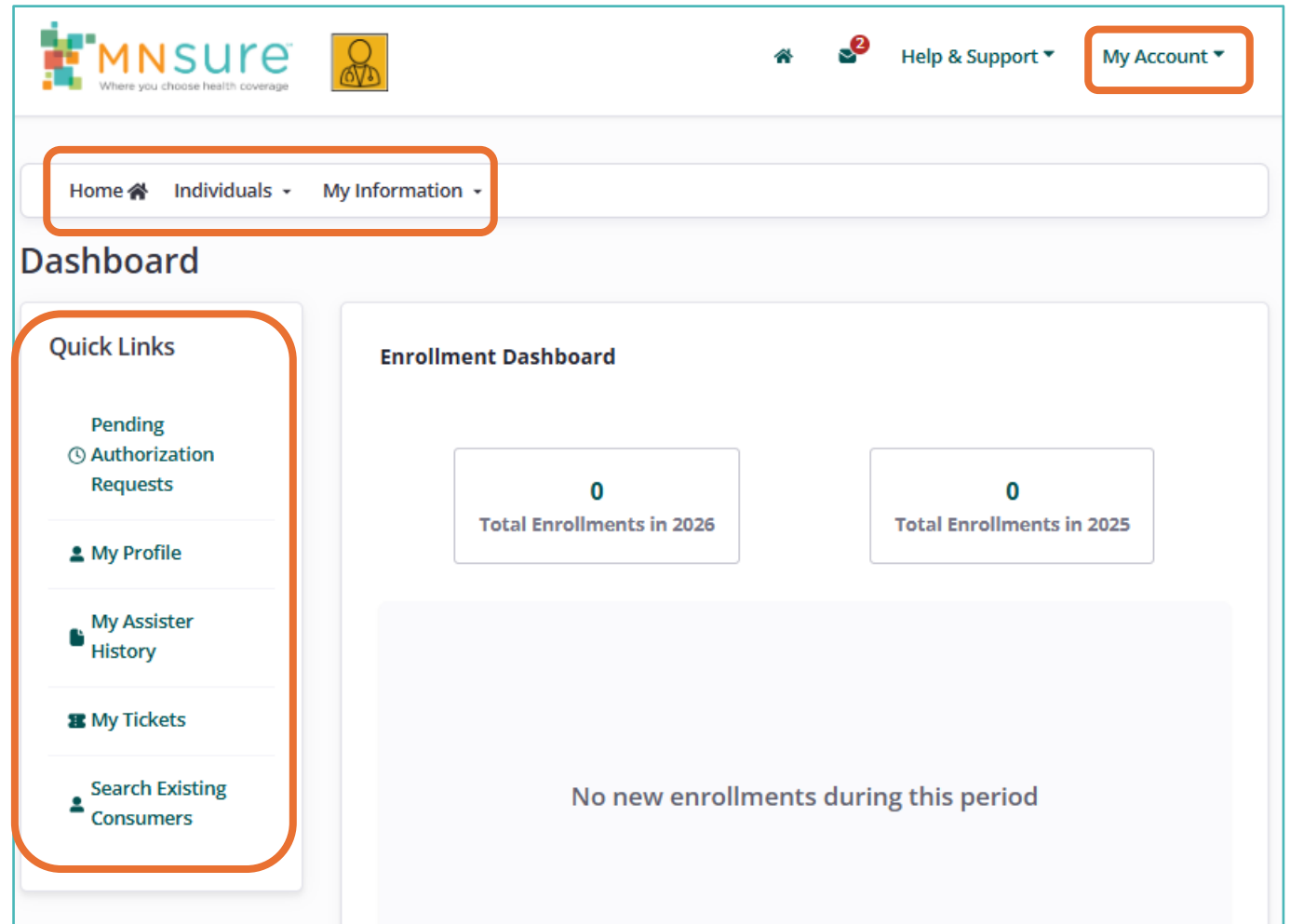
[Forgot password?](#)

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

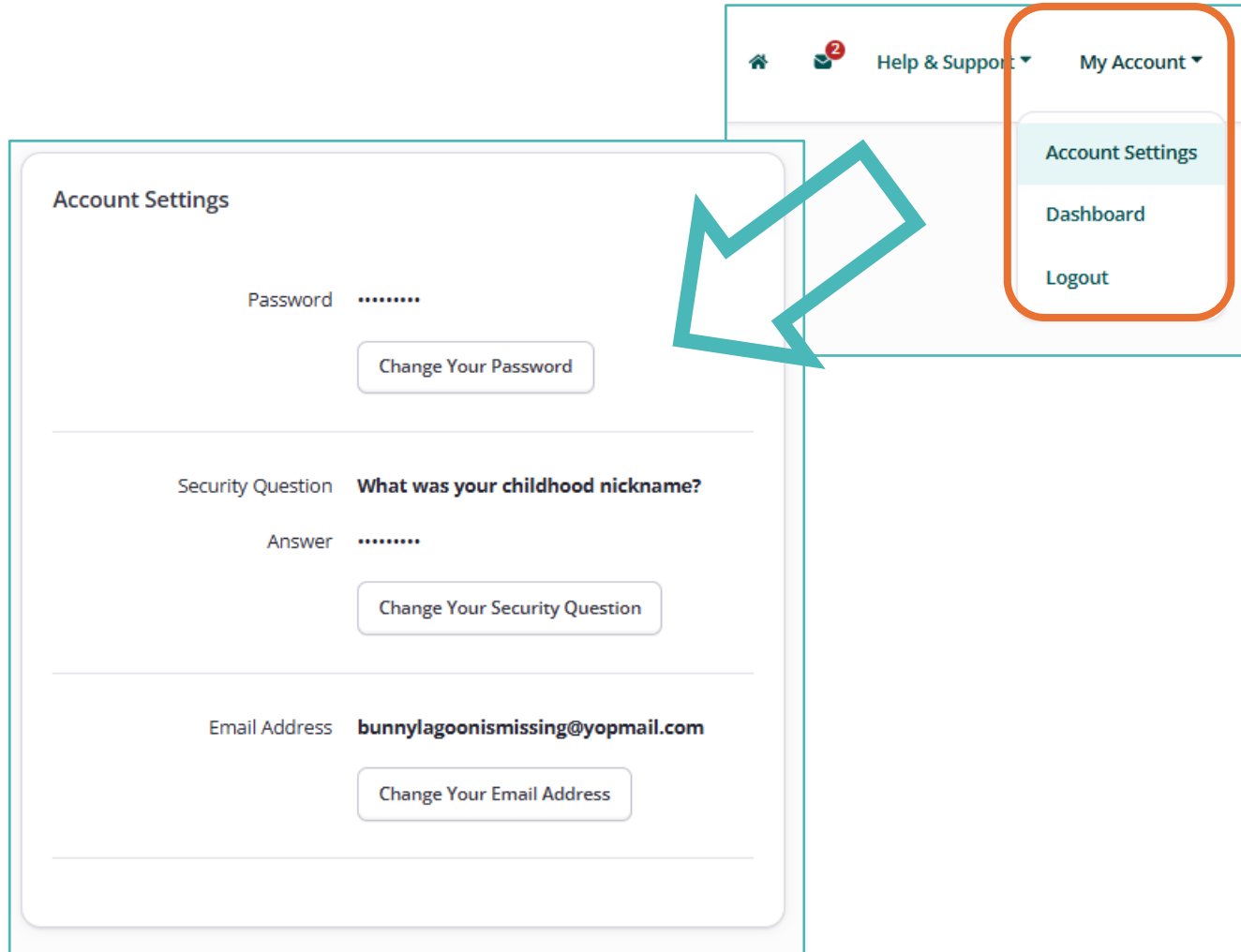
MNsure Portal Dashboard for Brokers



- 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.

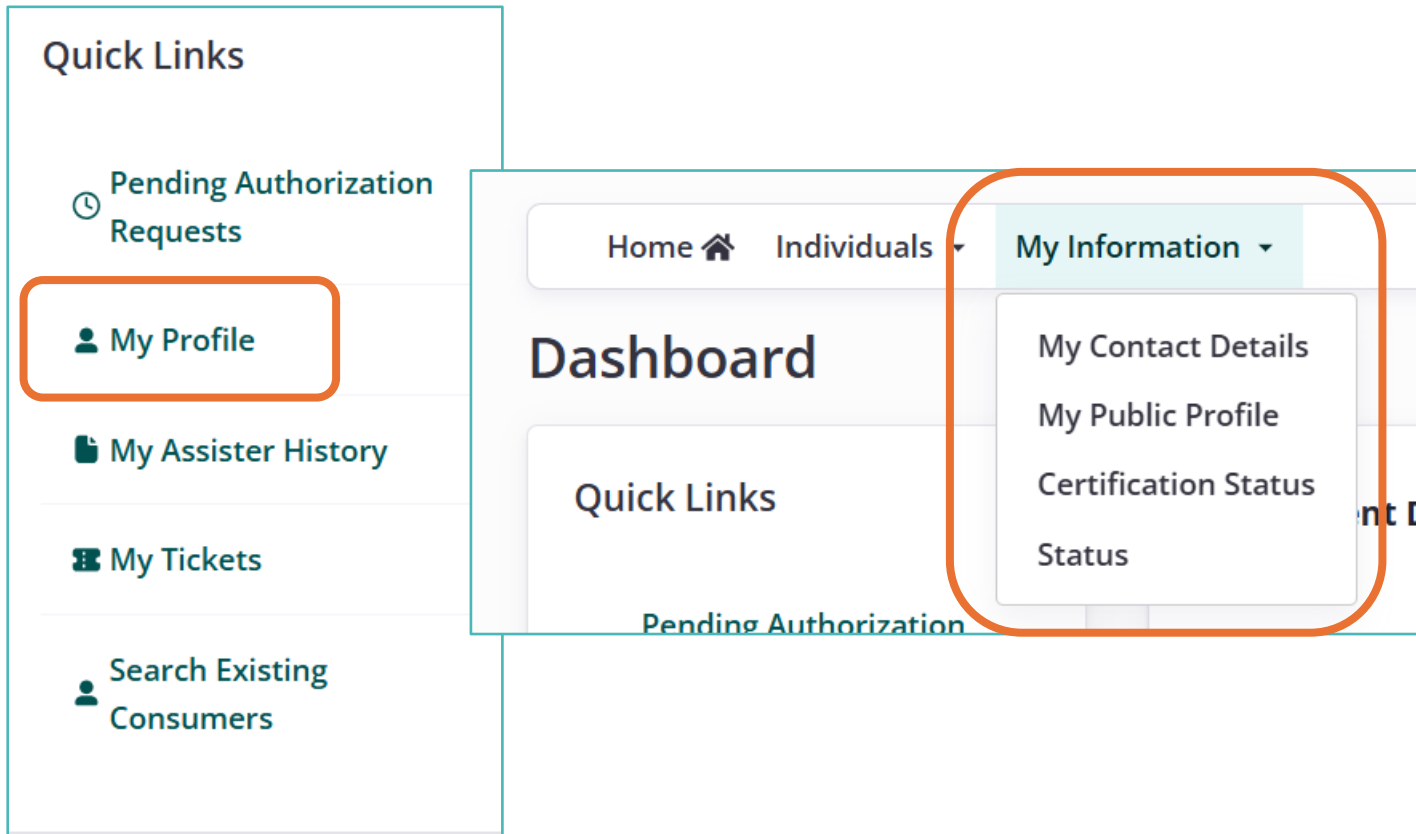


“My Account” Options

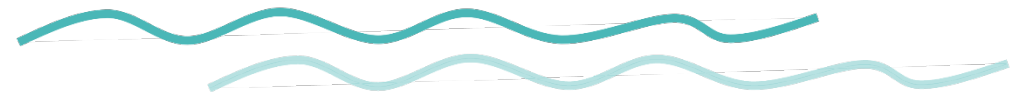


- “My Account” option allows you to update your account settings:
 - Change your password.
 - Change your security question.
 - Change your email address for system communications
 - Note: To change your account username, you will need to contact the BSL

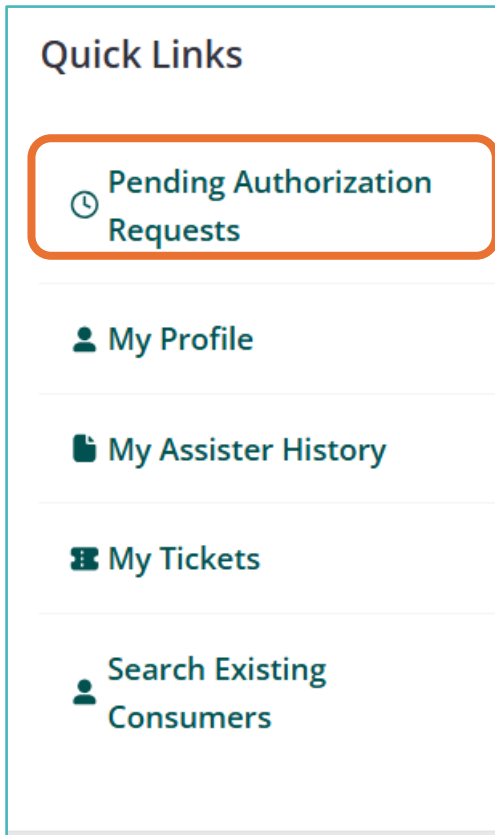
Reviewing Your Profile Information



- There are two places you can review your profile for the Assister Directory
- After initial set-up, changes to your profile can only be done by an agency manager.

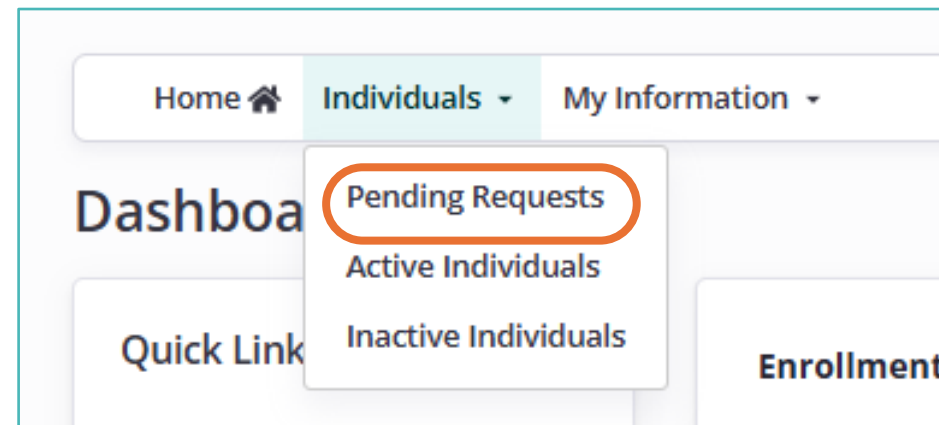
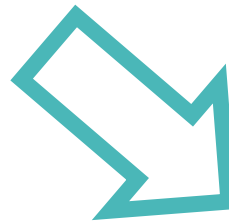


Viewing New Consumer Requests

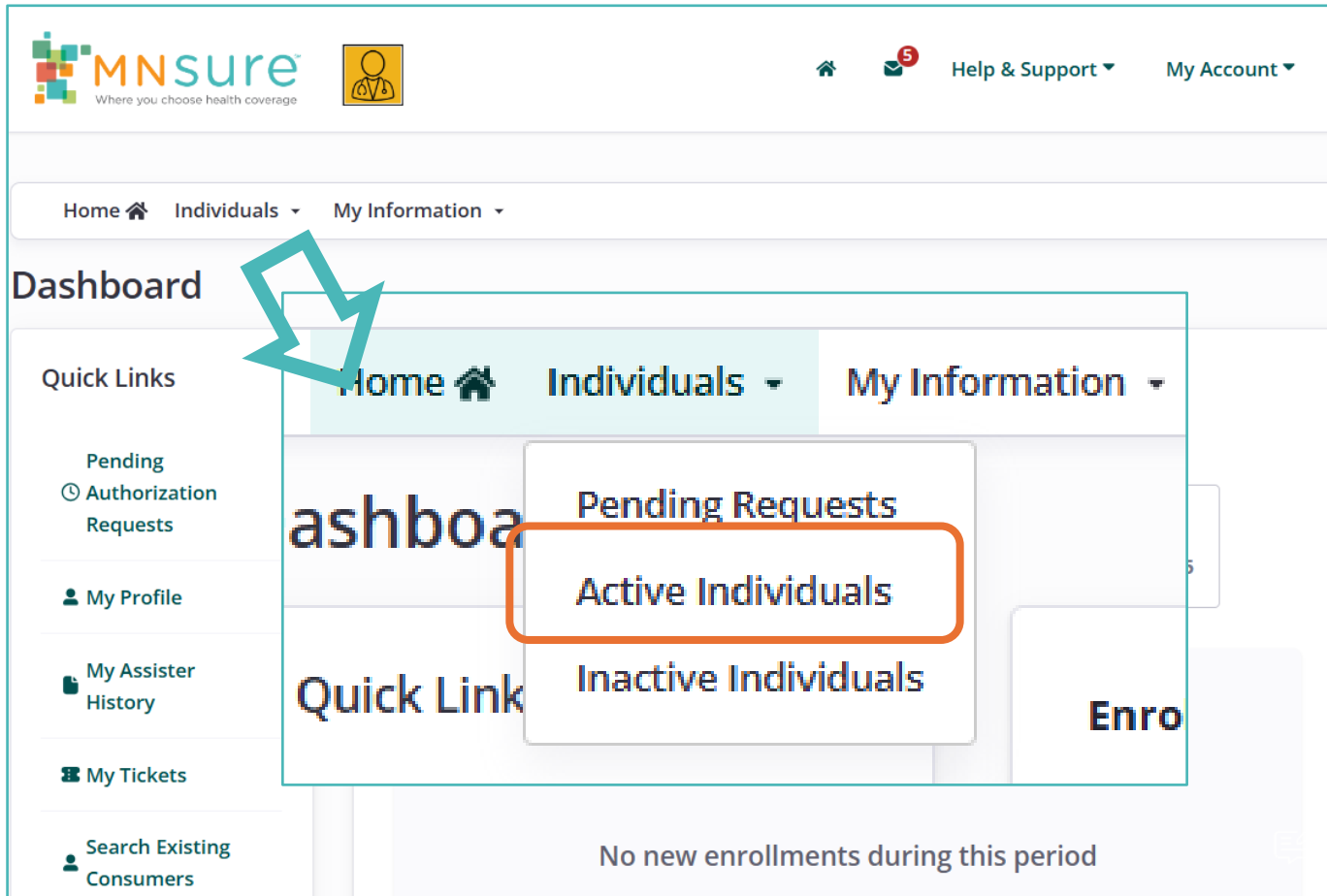


- There are two places where you can find pending requests from consumers to create an authorization.

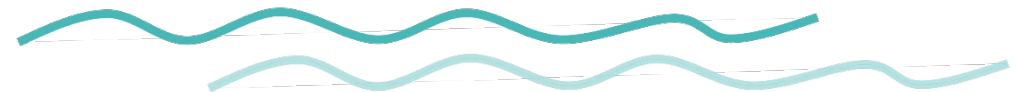
1. In the left-hand “Quick Links” menu, select “Pending Authorization Requests”.
2. In the top navigation menu under “Individuals,” select “Pending Requests”.



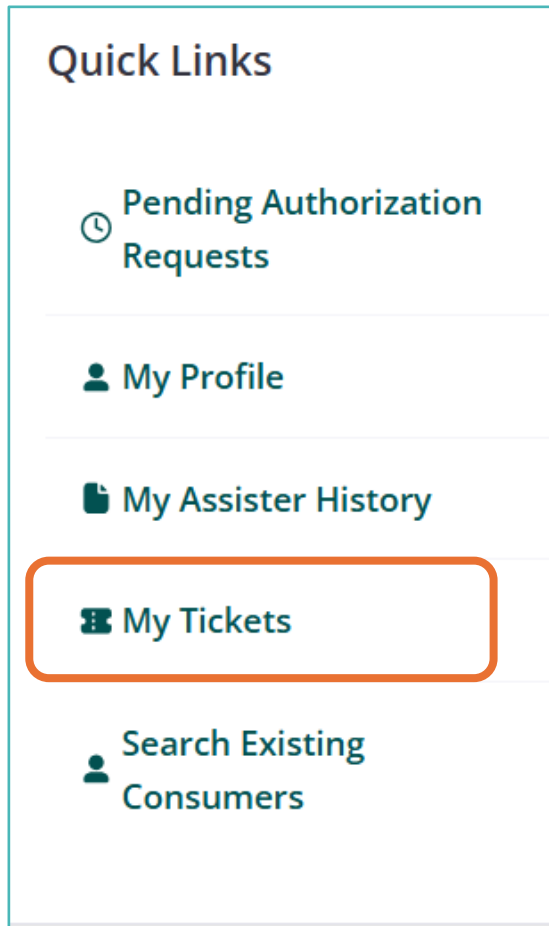
Viewing Current Consumers



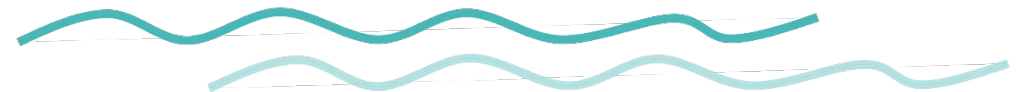
- To view your current book of business, under “Individuals” in the top navigation menu, select “Active Individuals.”



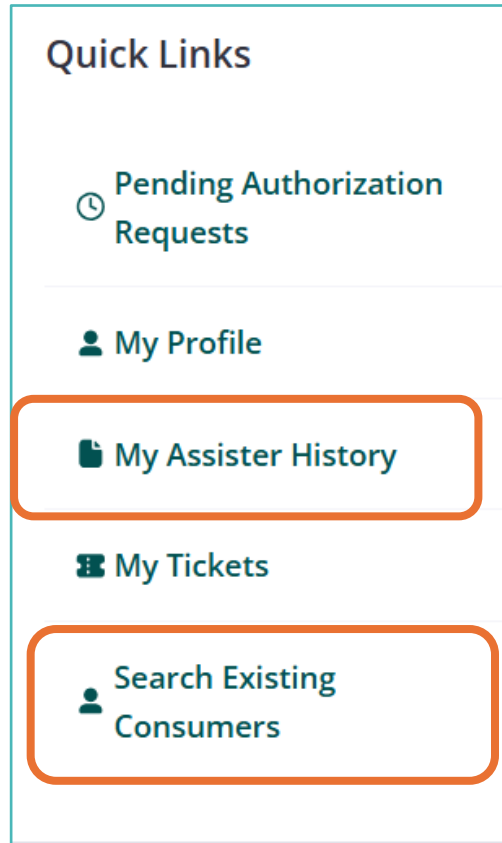
Viewing Tickets



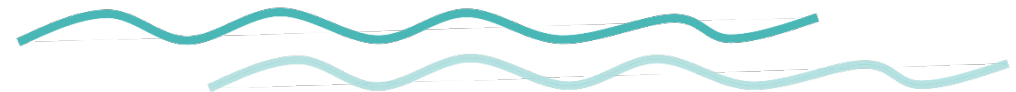
- “Tickets” are support requests that you can submit to MNsure.
- If you are submitting a ticket regarding a consumer’s case, you should do that through the consumer’s account.



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 a Broker



[–] What should I know before I designate a broker?

It's important to think carefully about authorizing a broker to represent you.

When you authorize a broker to represent you, they can:

- Apply for coverage on your behalf
- Make updates to your application
- Enroll you in a plan
- Make changes to your enrollment
- Make changes to tax credits applied to your monthly premium
- Upload documents on your behalf
- See all of your enrollment and application information
- Read notices in your online account

An authorized broker will have access to your MNsure account until you (or the broker) cancel the authorization. Their access would also end if their MNsure certification ends.

Note: Even if you have authorized a broker, you are responsible for:

- Reporting changes within 30 days
- Responding to notices
- Paying premiums

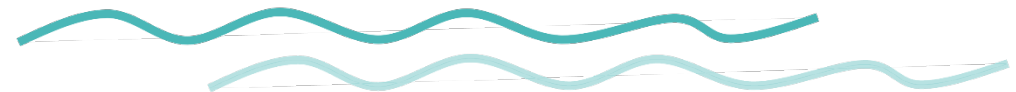
- When working with a new consumer, your first step is to have them “designate” or “authorize” you as their broker.
- This electronic permission allows you to access a consumer’s individual account to see their information and act on their behalf.
- Brokers should **always** use their **own** MNsure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



Creating Consumer Authorizations



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



New Assister Directory



MNsurance-certified broker in the State of Minnesota

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

Brokers can give advice on the insurance plan that best meets your needs.

Most brokers offer these services for free.

[Find a broker near you](#)

Search by location

Zip code *

Distance: 5 miles

Languages: Select an Option

Search

OR

Search by Name

First Name

Last Name

Agency Name

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.
- Brokers must opt to be listed on the directory for the consumer to initiate the association.




Agency Directory Listing



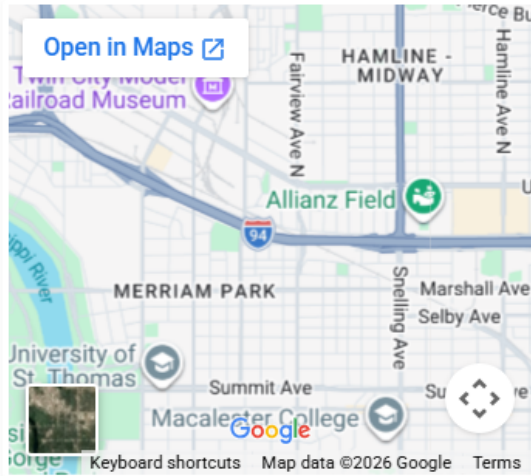
Broker Selection
Selecting a broker as your representative allows them to access your account

[Back](#) [Search Again](#) [Select Broker](#)



Henry Lancaster
15 South Drake Street, Minneapolis, MN 55408
612-555-1212
henrylancaster6@yopmail.com

Languages Spoken
State License Number **B61234**
Remote Assistance **No**

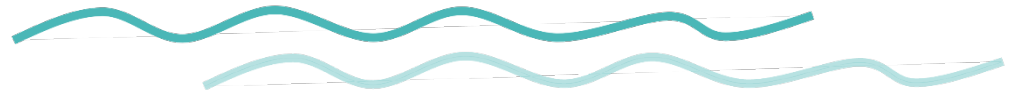


Open in Maps

Map labels: Twin City Railroad Museum, Allianz Field, MERRIAM PARK, University of St. Thomas, Macalester College, Hamline Ave N, Snelling Ave, Selby Ave, Marshall Ave, Summit Ave.

[\[+\] What should I know before I designate a broker?](#)

- Directory information for an agency includes locations, languages and hours of operation.
- Agencies can set up multiple locations and assign brokers as being available at specific locations.
- Agency information is maintained by the agency manager and support staff roles.



Consumer-Initiated Authorization




- If the consumer is logged into their MNsure account, they find a broker 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 brokers that are not listed on the directory.

Broker Selection

Selecting a broker as your representative allows them to access your account

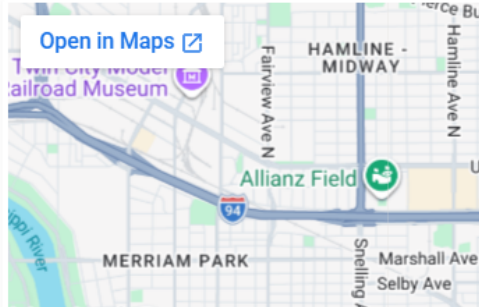
[Back](#) [Search Again](#) [Select Broker](#)



Henry Lancaster

15 South Drake Street, Minneapolis, MN 55408
612-555-1212
henrylancaster6@yopmail.com

Languages Spoken



Open in Maps

Twin City Modern Railroad Museum

HAMLIN - MIDWAY

Allianz Field

MERRIAM PARK

Marshall Ave

Selby Ave

Request Submitted

Your request has been submitted to Henry Lancaster. They will need to accept your request to begin helping you. You will receive a notification in your account's secure inbox when your request is approved. If you need immediate help, you can contact them via phone or email.

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

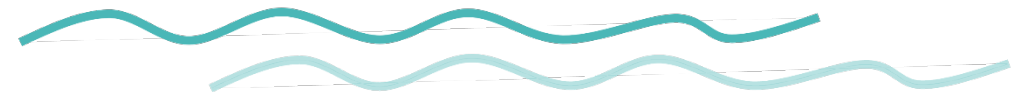
Accepting Pending Requests



- 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 or support staff (using their portal role) can accept the request on your behalf and reassign the consumer to another broker at your agency.

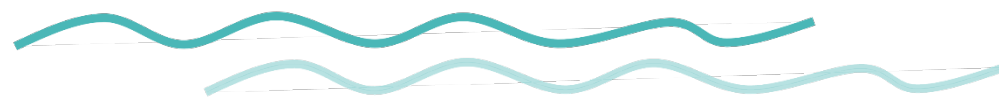
Select an broker and click Next

Select	Broker name	Status	Email address	Site
<input type="radio"/>	Fin Nish	Active	finnish123@yopmail.com	1006 Summit Ave Suite 7, St. Paul, MN 55105
<input checked="" type="radio"/>	Paul Olson	Active	paulolson123@yopmail.com	1006 Summit Ave Suite 7, St. Paul, MN 55105
<input type="radio"/>	Rex Grossman	Active	rexygrossman2006@yo	1006 Summit Ave Suite 7, St.
<input type="radio"/>	Simon Says			

Confirm transfer

You will be transferring 1 consumer to Paul Olson

- Falcon Campbell



Search for an Existing Consumer



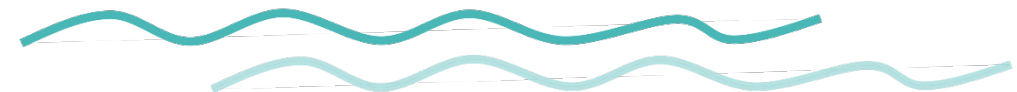
- For a broker to initiate an authorization, they must first search to see if the household already has an application in MNSure's system.
- The consumer's name, SSN and date of birth are required for a match.
- Note: This is a potential method for associating with a consumer who applied through METS.

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 broker can request to “claim” the household.
- To complete the authorization, the consumer must provide the broker 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



- Brokers 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

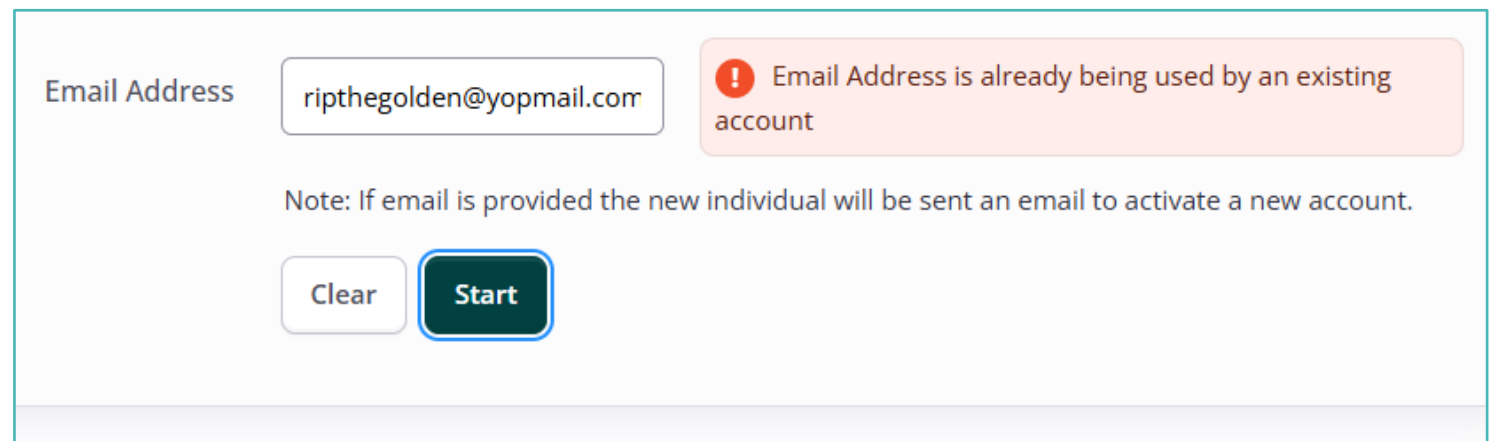
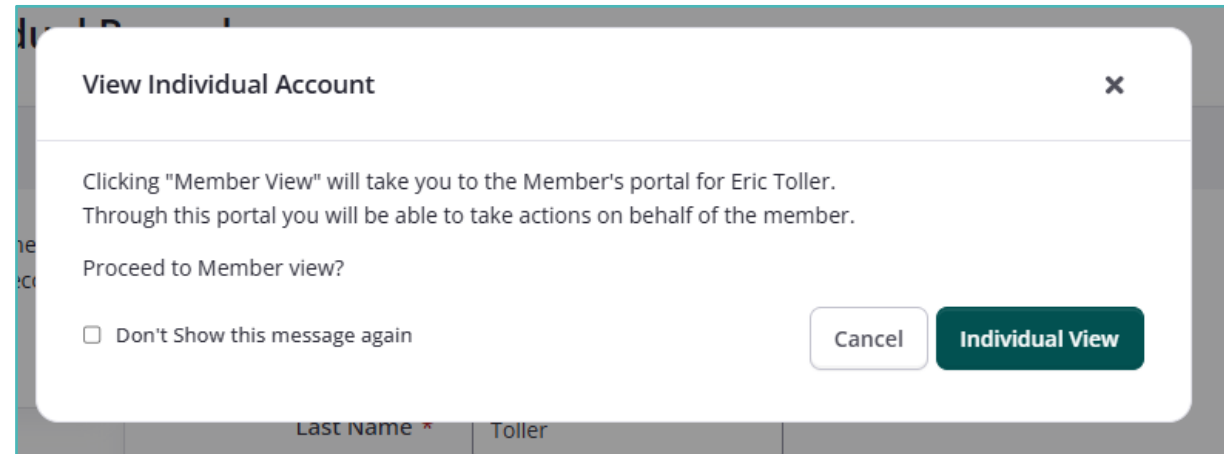
Note: If email is provided the new individual will be sent an email to activate a new account.



Creating a Consumer Account



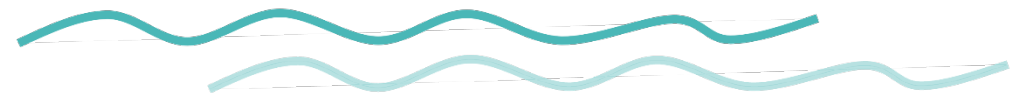
- Creating an account for the consumer will automatically establish your online association with the consumer. They will appear in your “active consumers” list.
- If the consumer already has created an account with the email, they can reset their password to access their existing account.



The Importance of Internal Controls



- Both the consumer and MNsure rely on certified partners to maintain 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

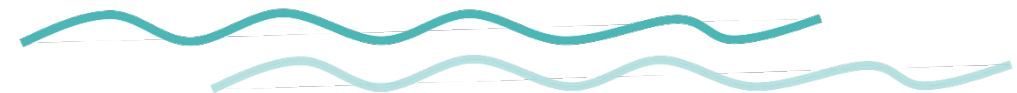
View Your Active Individuals



- 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 displays a user interface for viewing active individuals. It contains two rows, each representing a consumer. Each row includes a name, a Household Case ID, application details (Application Year, Application Status, Eligibility Status), and a note about household enrollment. Below each row is a row of action buttons: a 'Select' checkbox, 'Household Composition & Eligibility', 'Applicant Verifications', and 'More Actions'.

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
Eric Toller Household Case ID MN100033442	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



Search for an Associated Consumer



- You can also search your entire book of business 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



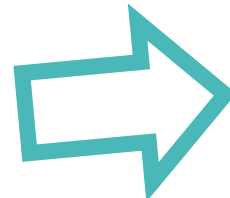
Search all your consumers

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)

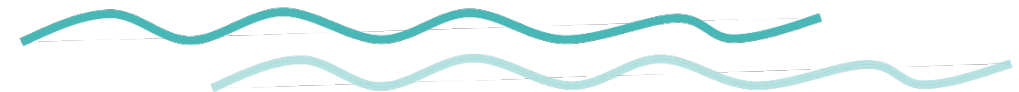
CSV

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

I agree

Cancel Export

- You can export your full book of business, 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 sections. The top left section contains the name 'Linis Azbury' and the Household Case ID 'MN100015959'. The top right section contains application details: 'Application Year 2026', 'Application Status Complete and Submit Application', and 'Eligibility Status Pending'. A separate box on the right says 'Household not enrolled in a plan' with a right-pointing arrow. At the bottom, there is a navigation bar with a 'Select' checkbox, a link for 'Household Composition & Eligibility', a link for 'Applicant Verifications', and a 'More Actions' dropdown menu.

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.

← Back **Consumer details**

Eric Toller
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 2026 2025

Summary

Minnesota Exchange Plan Eligibility: -
APTC for household: -
Cost sharing reduction: -

Household members • 0 total

[View Household Details](#)

Coverage Details 2026 2025

There is no coverage for year 2026.

Account Note

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

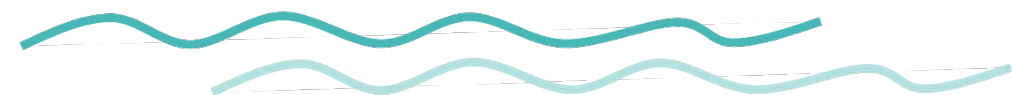


Consumer Details: Household Information



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.

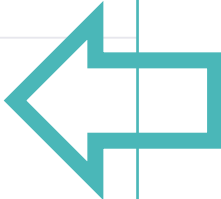


Consumer Details: Coverage Details



Coverage Details **2026** 2025

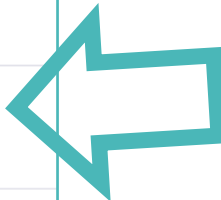
There is no coverage for year 2026.

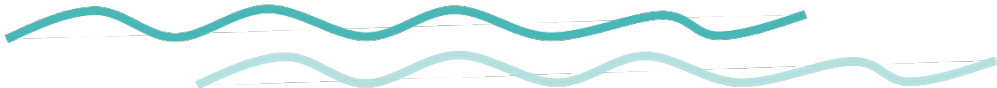


Account Note

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



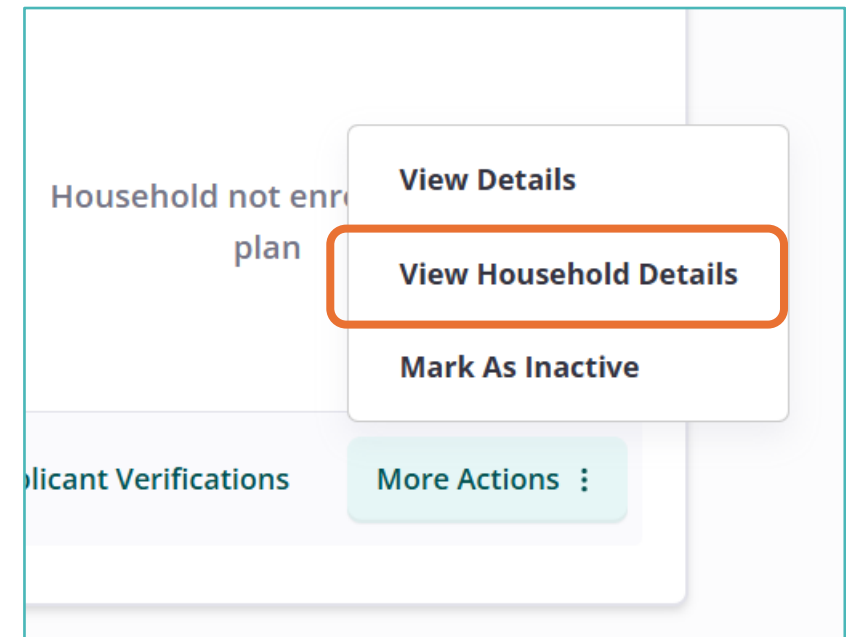
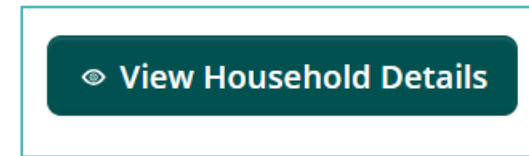
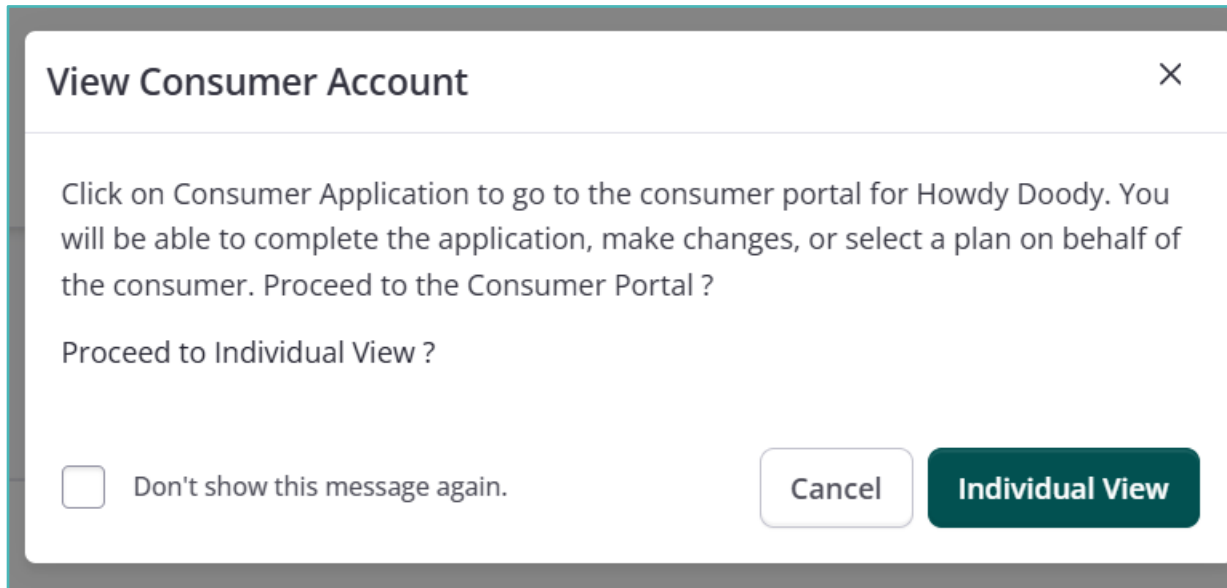
- The coverage details section let's you see any active plan enrollment information, including previous year's information.
 - The account notes section allows you to add notes for own your reference. The consumer cannot see these notes in their account.
- 

Helping a Consumer

Acting on Behalf of a Consumer



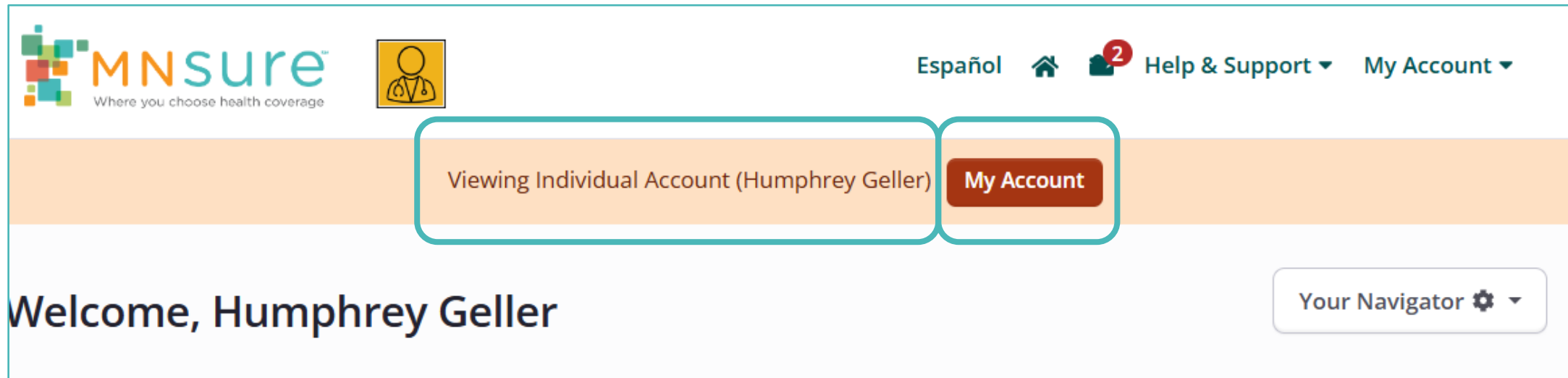
- Selecting “View Household Details” will allow you to go into the consumer’s account to see all their information and act on their behalf.



Viewing the Consumer's Account



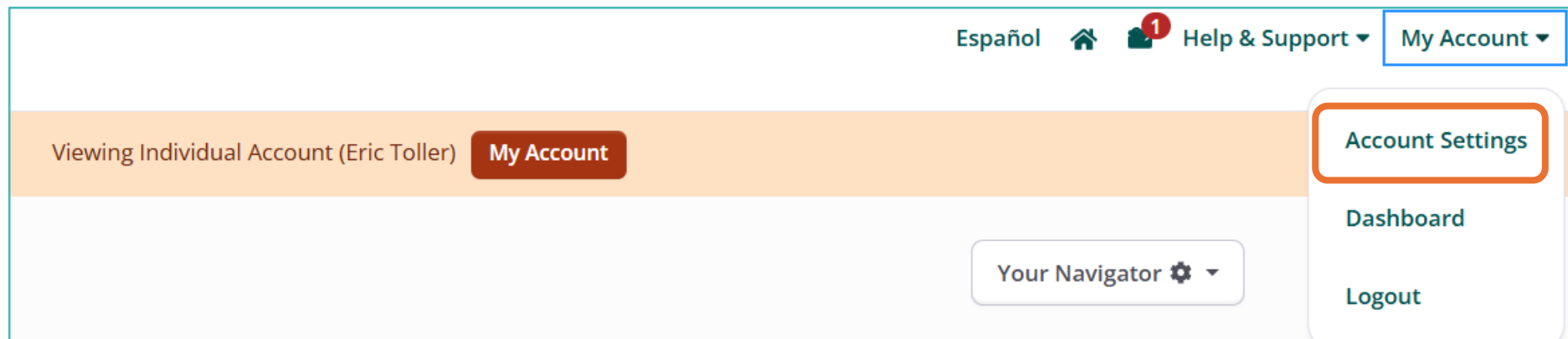
- When you are working in a consumer's account, you will always see a yellow/orange bar near the top of the screen. The bar will tell you whose account you are in.
- You can exit the consumer's account to return to your portal account at any time by selecting "My Account" on that bar.



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.

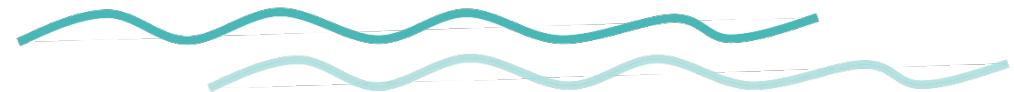


Apply for Coverage



- 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", with "2026" being the active tab. Below the tabs is a section titled "Next Steps" with the text: "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." A dark teal button with the text "Start New Application" 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

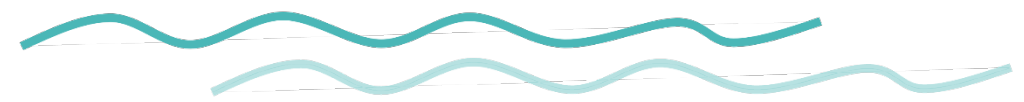
You missed the open enrollment period for 2026 to shop and enroll in a health plan. You can still enroll if you have a qualifying life event.

[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
----------------------------------	----------	----------------------------------

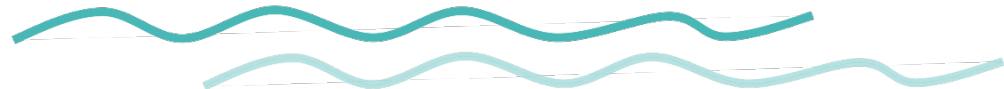
Application Status COMPLETED	Primary Contact New Consumer	Date Created Nov 2, 2026, 8:23:08 AM
Coverage Year 2026	Case ID MN100030639	Last Updated Nov 2, 2026, 8:25:47 AM
Type Initial Application		Max Household APTC \$249.72 per month
		Cost Sharing Reductions Not Eligible

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?

