

7700.0050 CERTIFICATION TRAINING.

Subpart 1. **Consumer assistance partners.** MNSure shall develop a certification training program, administer web-based training, and administer assessment of proficiency for navigators, in-person assisters, and certified application counselors. Training shall be made available to eligible entities by MNSure. MNSure may enter into agreements with third-party entities to deliver the MNSure certification training program curriculum. MNSure may audit any third-party entity program at any time and may terminate the training agreement at MNSure's discretion. Documentation of certification training completion shall be maintained by MNSure. To receive and maintain MNSure certification, all applicable staff of an entity serving as a navigator, in-person assister, or certified application counselor must complete the following required training modules with a minimum passing score, determined by MNSure, on all assigned training coursework. Modules include, but are not limited to, those specified in items A to E.

A. MNSure web tool that includes training on the use of the public website, online enrollment tools, and navigation of the navigator, in-person assister, or certified application counselor landing page.

B. Affordable Care Act 101 that includes training on basic information on available public health care programs, referrals to other consumer assistance partners and insurance producers certified by MNSure, underserved and vulnerable populations, privacy and security as specified in part 7700.0080, and conflict of interest as specified in part 7700.0070.

C. Public health care programs, premium tax credits, and cost-sharing reductions includes training on eligibility and enrollment rules and procedures, and means of appeal and dispute resolution.

D. Qualified health plan includes training on eligibility and enrollment rules and procedures, the range of qualified health plan options offered through MNSure, and the means of appeal and dispute resolution.

E. Overview of Minnesota licensure requirements to sell, solicit, or negotiate insurance.

Subp. 2. **Insurance producers.** MNSure shall establish minimum certification training standards for insurance producers certified to serve by MNSure. Training and assessment of proficiency for insurance producers shall be administered by MNSure. MNSure may enter into agreements with third-party entities to deliver the MNSure certification training program curriculum. MNSure may audit any third-party entity program at any time and may terminate the training agreement at MNSure's discretion. Training shall be made available to eligible insurance producers by MNSure. To receive and maintain MNSure certification, all applicable staff of an entity serving as a certified insurance producer must complete the required training modules in items A to E with a minimum passing score, determined by the board, on all assigned training coursework. Modules include, but are not limited to:

A. MNSure web tool that includes training on the use of the public website, online enrollment tools, and navigation of the insurance producer landing page;

B. Affordable Care Act 101 that includes training on basic information on available public health care programs, referrals to consumer assistance partners serving MNsure, underserved and vulnerable populations, privacy and security as specified in part 7700.0080, and conflict of interest as specified in part 7700.0070;

C. public health care programs, premium tax credits, and cost-sharing reductions includes training on eligibility and enrollment rules and procedures, and the means of appeal and dispute resolution;

D. qualified health plans includes training on eligibility and enrollment rules and procedures, the range of qualified health plan options offered in MNsure, and the means of appeal and dispute resolution; and

E. defined contributions includes training on federal requirements and MNsure online enrollment tools for small employers to provide a defined contribution towards a qualified health plan for their employees.

Statutory Authority: *MS s 62V.05; L 2013 c 9 s 14*

History: *37 SR 1579*

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