

7700.0060 CERTIFICATION.

Subpart 1. **Consumer assistance partners.** Before providing any services, a navigator, in-person assister, or certified application counselor must be certified by MNsure by meeting the criteria in items A to F:

- A. enter into a formal agreement with MNsure by responding to MNsure's solicitation for navigators, in-person assisters, or certified application counselors;
- B. select, manage, and monitor individuals performing consumer assistance services and direct them to meet MNsure certification training standards by ensuring that all applicable staff participate in required MNsure sponsored training under part 7700.0050;
- C. comply with MNsure conflict of interest standards as specified in part 7700.0070;
- D. comply with MNsure privacy and security standards as specified in part 7700.0080;
- E. comply with MNsure account creation process; and
- F. comply with recertification requirements to be determined by MNsure.

Subp. 2. **Insurance producers.** Before providing any services through MNsure, an insurance producer must be certified by MNsure by meeting the criteria in items A to G:

- A. maintain active status as an insurance producer under part 7700.0020, subpart 12;
- B. inform MNsure of the intent to be certified by MNsure;
- C. ensure that all insurance producer and applicable staff and subcontractors participate in required MNsure certification training specified in part 7700.0050;
- D. disclose to MNsure which health carrier's qualified health plans offered through MNsure the insurance producer is authorized to sell;
- E. comply with MNsure privacy and security standards specified in part 7700.0080;
- F. comply with the MNsure account creation process; and
- G. comply with recertification requirements to be determined by MNsure.

Subp. 3. **Noncompliance.** At MNsure's discretion, certification may be withdrawn from a navigator, in-person assister, certified application counselor or individual for noncompliance with the certification requirements in subpart 1. At MNsure's discretion, certification may be withdrawn from an insurance producer entity or individual for noncompliance with the certification requirements in subpart 2.

Subp. 4. **Monitored performance.** At MNsure's discretion, a consumer assistance partner and MNsure certified insurance producer's performance may be monitored during the certification period. MNsure may require an underperforming entity to develop and implement a time-limited performance improvement plan. If performance is not to MNsure's satisfaction, certification to provide services through MNsure may be withdrawn.

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

History: *37 SR 1579*

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