

WHAT	<ul style="list-style-type: none">• New Portal for use by Navigators, Brokers, Certified Application Counselors.• Assister input helped shape this new functionality.• Will be piloted by approx. 150 Assistors invited by MNsure.
WHEN	<ul style="list-style-type: none">• New Portal functionality to be deployed Oct. 3• Assister Portal pilot to take place between Oct. 26, 2015 to Jan. 29, 2016.
KEY FEATURES	<ul style="list-style-type: none">• Allows Assistors to complete application and enrollment on behalf of consumers.• Allows Assistors to remotely assist consumers (current practice is to work side-by-side with consumers). This will be a major benefit, especially in rural Minnesota.• Consumers can add, drop or change their Assister.• Pilot participants will be trained (and must pass competency exam). Training addresses issues such as privacy, security, working with Consumers and safeguarding Consumer personal information.
PILOT GOALS	<ul style="list-style-type: none">• Gauge Assister and Consumer reaction to the Assister Portal.• Assess the operations and Contact Center policies and workflows established to support Assistors and Consumers in use of the Assister portal.• Provide input to finalize staffing allocation for support of Assister Portal and full implementation planning.