Background Study Process for Certifying Staff

MNsure has partnered with the Minnesota Department of Human Services to complete background studies through a shared secure web-based system, NETStudy 2.0. Follow the steps below to complete your background study that is required for MNsure certification.

Complete Consent Form and Provide Identification

Complete a Background Study Consent Form (PDF) and send it to your authorized agency contact. Your authorized agency contact will upload the completed and signed consent form and a copy of an acceptable form of identification in MNsure's Agency Management Program (AMP) on your behalf.

Accepted forms of identification are:

- A valid driver's license or identification card (the issuing authority must be a U.S. state or territory)

- A valid U.S. Passport or U.S. Passport Card

Note: You must use the SAME form of identification for each step of the process. For example, you cannot submit a driver's license to MNsure and then use a passport when completing a background study application and being fingerprinted.

Complete a Background Study Application in the NETStudy 2.0 Applicant Portal

After you have completed the first two training courses required for certifying with MNsure and you have submitted your consent form and acceptable identification, you will receive an email from MNsure from the address noreply@caspio.com. This email will include instructions for creating a secure account and completing the background study application in the NETStudy 2.0 Applicant Portal.

Do not complete your online background study application if your schedule will not allow you to complete an in-person appointment to be fingerprinted and photographed within the next few weeks. You will have 14 days to schedule and complete this appointment once MNsure initiates your study.

After you complete your online background study application, MNsure will confirm that the information you entered in NETStudy 2.0 matches the information and identification your authorized agency contact provided to MNsure. If everything matches, MNsure will initiate your background study. If there are any questions regarding your application, you will receive an email from MNsure.
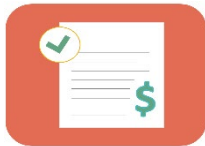
Schedule and Complete a Fingerprinting and Photograph Appointment

After MNsure initiates your background study you will receive another email from MNsure at noreply@caspio.app. This email will include a 14-day deadline date to complete your fingerprinting and photograph process and it will include a No Charge Authorization Code (NCAC) or "coupon code" from MNsure. You will use the code to pay the $10.50 fee for your fingerprinting and photograph appointment.

You will also receive an email from IDEMIA/IdentoGO, the service you will use to complete the fingerprinting and photograph process. Follow the instructions in the email to make an appointment. Make sure you select "Coupon Code" for the payment. **MNsure cannot reimburse you if another method of payment is used.**

If you do not complete the appointment before the 14-day deadline, you will be responsible for all fees incurred to resubmit the background study ($44 for the study and $10.50 for fingerprinting and the photograph).

Get a Receipt

Make sure you get a receipt when you complete the fingerprinting and photograph process at an IDEMIA/IdentoGO location. Give a copy of the receipt to your authorized agency contact to submit to MNsure. MNsure will not proceed with your certification until a legible copy of the receipt has been received.

Background Study Results and FAQ

You may check the status of your background study using the NETStudy 2.0 Applicant Portal. MNsure will also receive notification of the result of the background study. If the study results in a potential disqualification, you will receive a notice in the mail that includes information to request an individualized review (appeal).

If an issue occurs during the background study process, you may receive an email. Notify your authorized agency contact if you receive an email and visit the MNsure Certification Background Studies FAQ page for more information.