



## Monitoring Staff Certification or Recertification Status

AMP should be used by authorized agency personnel to monitor the progress of staff that are in the process of certifying or recertifying.

### Step 1: View Your Staff Roster

Log in to AMP. From the “Agency Home” screen, click on “Staff Roster.”

**Agency Home — New Navigator Agency**

What would you like to do?

- Add a new staff member to my roster
- Change a staff member on my roster
- Change Agency or Administrator Information

**Your Staff Status Summary**

Employment Status	Certification Status	First Name	Last Name ▲	Assister ID
Active	New	Jane	Doe	

Show per page: 25

The Staff Roster page lists all staff associated with your agency. It also will display their Assister ID, Training ID, Employment Status, Certification Status, whether they are allowed assister portal access, their assister portal Reference Number, and whether they are listed in the assister directory.

**Staff Roster — New Navigator Agency**

	Last Name ▲	First Name	Assister ID	Training ID	Employment Status	Certification Status	Assister Portal Access?	Assister Portal Reference Number	List In Directory?
<a href="#">View</a>	Doe	Jane		M02284813	Active	New			
<a href="#">View</a>	Doe	John		M86482929	Active	New	Yes		Yes

Show per page: 25

## Step 2: Review Certification Status

To see which staff members are actively certified, click on the “Certification Status” column header to sort all staff by their status. Staff may have one of the following statuses:

- **New:** The individual has been added to your roster but their Training ID for the MNsure Learning Center has not been activated yet.
- **Not Certified:** The individual does not meet current certification requirements. They may be new and in the process of completing certification requirements, or they may have failed to complete recertification requirements. The individual’s Training ID for the MNsure Learning Center should be active and they can proceed with completing any required training. Their Training ID will show in the “Training ID” column.
- **Certified:** The individual has completed all current certification requirements. Their Assister ID will show in the “Assister ID” column.

## Step 3: Not Certified? Review Status of Certification Requirements

In order to be certified, an individual must be listed as “Active” with the organization, have successfully completed a background check, and have successfully completed all current training requirements.

### Is the individual listed as “Active” with the organization?

On the “Staff Roster” screen, the “Employment Status” column will indicate whether the individual is currently listed as “Active” or “Inactive” with the organization.

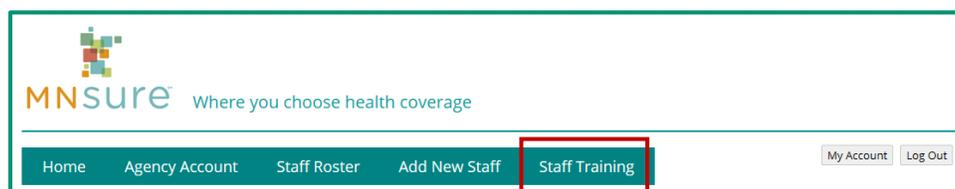
	Last Name ▲	First Name	Assister ID	Training ID	Employment Status	Certification Status	Assister Portal Access?	Assister Portal Reference Number	List In Directory?
<a href="#">View</a>	Doe	Jane		M02284813	Active	New			
<a href="#">View</a>	Doe	John		M86482929	Active	New	Yes		Yes

Show per page: 25

Troubleshoot: If the column shows “Inactive,” select “View” next to that individual’s name to update their employment status.

### Has the individual successfully completed a background study?

From any page, click on “Staff Training” in the top navigation bar.



If the individual has successfully completed a background check, the date it was completed will appear in the “Background Cleared Date” column.

The screenshot shows the MNSure website interface. The navigation bar includes Home, Agency Account, Staff Roster, Add New Staff, and Staff Training. The page title is "Staff Training — Example Navigator Organization". Below the title is a table with the following data:

Training ID	Assister ID	First Name	Last Name	Background Cleared Date	Certification Status	Assister Portal Training	Main Role-Based	Mini Role-Based	Role-Based Combined	Core Curriculum	OE5 Data Privacy & Security	OE6 Data Privacy & Security
C000056		Helen	Navigator		Not Certified				09/27/2018	09/27/2018	09/27/2018	

Troubleshoot:

- If a background check consent form has not been submitted, download and submit the form available on [Navigator One Stop](#).
- If there is no date in the column, and it has been more than 10 business days since the background study consent form was submitted, email the ARC to check on the status.

### Has the individual successfully completed all the training requirements?

From any page, click on “Staff Training” in the top navigation bar.

The Staff Training page will show you all current training requirements for certification, as well as other courses. For current certification requirements, visit [Navigator One Stop](#).

As of October 2018, individuals must complete the following courses for certification:

- Role-Based Curriculum
- Core Curriculum
- OE6 Data Privacy & Security

The screenshot shows the MNSure website interface. The navigation bar includes Home, Agency Account, Staff Roster, Add New Staff, and Staff Training. The page title is "Staff Training — Example Navigator Organization". Below the title is a table with the following data:

Training ID	Assister ID	First Name	Last Name	Background Cleared Date	Certification Status	Assister Portal Training	Main Role-Based	Mini Role-Based	Role-Based Combined	Core Curriculum	OE5 Data Privacy & Security	OE6 Data Privacy & Security
C000056		Helen	Navigator		Not Certified				09/27/2018	09/27/2018	09/27/2018	

If the individual has completed a training course, including passing the assessment, there will be a date of completion.

Troubleshoot:

- If there is no date, the staff member should review their training records in the MNSure Learning Center to verify the course shows as “complete/all current” in their Learning Path Summary. The individual’s Training ID for logging in to the MNSure Learning Center is in the “Training ID” column.
- If the course does show as “complete/all current” in their Learning Path, MNSure has not yet updated their record to reflect completion. Please wait at least five business days after the individual completed the course before emailing the ARC to check the status.

### The individual has completed all requirements and still shows as “Not Certified?”

Once a week, MNSure reviews all individuals who have met the certification requirements and processes their certification. Please wait at least six business days after the individual has completed the final requirement before emailing the ARC to check the status.

## Step 4: Not Recertified? Review Status of Recertification Requirements

In order to be recertified, an individual must be listed as “Active” with the organization and have successfully completed the recertification requirements. For current recertification requirements, visit [Navigator One Stop](#).

### Is the individual listed as “Active” with the organization?

On the “Staff Roster” screen, the “Employment Status” column will indicate whether the individual is currently listed as “Active” or “Inactive” with the organization.

	Last Name ▲	First Name	Assister ID	Training ID	Employment Status	Certification Status	Assister Portal Access?	Assister Portal Reference Number	List In Directory?
<a href="#">View</a>	Doe	Jane		M02284813	Active	New			
<a href="#">View</a>	Doe	John		M86482929	Active	New	Yes		Yes

Show per page 25 ▼

Troubleshoot: If the column shows “Inactive,” select “View” next to that individual’s name to update their employment status.

### Has the individual successfully completed all the training requirements?

From any page, click on “Staff Training” in the top navigation bar.

The “Staff Training” page will show you all current requirements for certification, as well as other courses. For current certification requirements, visit [Navigator One Stop](#).

As of October 2018, individuals must complete the following course for recertification:

- OE6 Data Privacy & Security

MNsured Where you choose health coverage

Home Agency Account Staff Roster Add New Staff Staff Training My Account Log Out

Staff Training — Example Navigator Organization

Training ID	Assister ID	First Name	Last Name	Background Cleared Date	Certification Status	Assister Portal Training	Main Role-Based	Mini Role-Based	Role-Based Combined	Core Curriculum	OES Data Privacy & Security	OES Data Privacy & Security
C000056		Helen	Navigator		Not Certified				09/27/2018	09/27/2018	09/27/2018	

If the individual has completed the course, including passing the assessment, there will be a date of completion.

#### Troubleshoot:

- If there is no date, the staff member should review their training records in the MNsure Learning Center to verify that course shows as “complete/all current” in their Learning Path Summary. The individual’s Training ID for logging in to the MNsure Learning Center is in the “Training ID” column.
- If the course does show as “complete/all current” in their Learning Path, MNsure has not yet updated their record to reflect completion. Please wait at least five business days after the individual completed the course before emailing the ARC to check the status.