



Monitoring Staff Certification or Recertification Status

BAMP 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 BAMP. From the “Agency Home” screen, click on “Staff Roster.”

The Staff Roster page lists all staff associated with your agency. For **licensed brokers** it will display their NPN, Training ID, Employment Status, Certification Status, their assister portal Reference Number, and whether they are listed in the assister directory. For **unlicensed staff** it will display Admin ID (for unlicensed staff), Training ID and Employment Status. The other fields will remain; however, there will be no data populated in that column.

| | First Name | Last Name | NPN | Admin ID | Training ID | Employment Status | Certification Status | Assister Portal Access? | Assister Portal Reference Number | List In Directory? |
|----------------------|------------|-----------|------------|----------|-------------|-------------------|----------------------|-------------------------|----------------------------------|--------------------|
| View | Ada | Broker | 1234567890 | | M27YnJw4Cn | Active | New | Yes | | No |
| View | August | Broker | | | M6cq5VyW2V | | New | | | |
| View | Jana | Broker | 1237891230 | | M78IFEN7ba | Active | New | | | |
| View | Jennifer | Broker | | | M73lueJ6TI | Active | New | No | | No |
| View | Lila | Broker | | | M71Zc0Ej6j | | New | | | |
| View | Jane | Doe | | | M1GC7d1kWg | | New | | | |
| View | Juliosa | Rasmussen | | | M9V7PI9waj | Active | New | No | | No |

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. For unlicensed staff 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 a current and active Minnesota Producer license (for licensed brokers only), and have successfully completed all current training requirements.

Training requirements for both certification and recertification can be found in the [Certification and Recertification page](#) of [Broker One Stop](#).

Is the individual listed as "Active" with the organization?

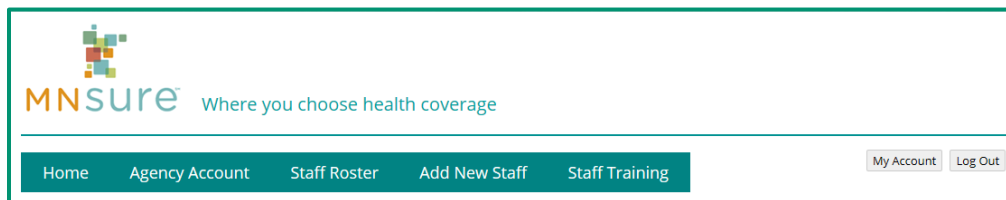
On the "Staff Roster" screen, the "Employment Status" column will indicate whether the individual is currently listed as "Active" or "Inactive" with the organization.

| | First Name | Last Name ▲ | NPN | Admin ID | Training ID | Employment Status | Certification Status |
|----------------------|------------|-------------|------------|----------|-------------|-------------------|----------------------|
| View | Ada | Broker | 1234567890 | | M27YnJw4Cn | Active | New |
| View | August | Broker | 1234567890 | | M6cq5VyW2V | Inactive | New |

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

Does the individual have a current and updated Minnesota health insurance license?

From any page, click on "Staff Roster" in the top navigation bar.



Click on the "View" link for the individual for whom you would like to review records.

| | First Name | Last Name ▲ | NPN | Admin ID | Training ID | Employment Status | Certification Status |
|----------------------|------------|-------------|------------|----------|-------------|-------------------|----------------------|
| View | Ada | Broker | 1234567890 | | M27YnJw4Cn | Active | New |
| View | August | Broker | | | M6cq5VyW2V | | New |

Check information entered on the Certification Information section of the broker roster entry.

Certification Information

[Edit Certification Information](#)

| | | |
|--------------------|--------------------------|--------------------------------|
| MNsure Role | Employment Status | |
| Broker | Active | |
| NPN | | |
| 4444444444 | | |
| MN Lic # | Licensed Broker? | License Expiration Date |
| 5555555555 | Yes | 12/31/2020 |

Troubleshoot:

- Make sure the date entered into the “License Expiration Date” field is a future date. If entered incorrectly, click on the “Edit Certification Information” link to make necessary changes.
- If the date in that field is not a future date or is current, the broker will be contacted by MNsure and must provide documentation to show that license renewal has occurred or is in process.

Has the individual successfully completed all the training requirements?

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

| Home | Agency Account | Staff Roster | Add New Staff | Staff Training |
|---|----------------|---------------------------------------|---------------|---|
| <h2>Agency Home — Test Broker Agency, Inc.</h2> | | | | |
| 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 |

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

| Training ID | NPN | Admin ID | First Name | Last Name | Certification Status | 2020 Assister Portal Training | Core Curriculum | Role-Based | OE6 Data Privacy & Security | OE7 Data Privacy & Security |
|-------------|------------|----------|------------|-----------|----------------------|-------------------------------|-----------------|------------|-----------------------------|-----------------------------|
| M27YnJw4Cn | 1234567890 | | Ada | Broker | New | | | | | |
| M5q95VWZV | | | August | Broker | New | | | | | |
| M78IFEN7ba | 1237891230 | | Jana | Broker | New | | | | | |
| M73lueJ6Ti | | | Jennifer | Broker | New | | | | | |
| M7Izc0Ejr6 | | | Lia | Broker | New | | | | | |
| M1GC7d1kWg | | | Jane | Doe | New | | | | | |
| M9V7P95vaj | | | Julissa | Rasmussen | New | | | | | |

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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 that course shows as “mastered/completed” in their Learning Path. 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 “mastered/completed” 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 Broker Service Line 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 completed the final requirement before emailing the Broker Service Line to check the status.

Step 3: 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 the current recertification requirements, visit [Broker 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.

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

Staff Roster — TestBroker Agency, Inc.

| View | First Name | Last Name | Role | NPN | Admin ID | Training ID | Employment Status | Certification Status | Assister Portal Access | Assister Portal Reference Number | List In Directory |
|----------------------|------------|-----------|--------|------------|----------|-------------|-------------------|----------------------|------------------------|----------------------------------|-------------------|
| View | Miss | Yvonne | Broker | 4444444444 | | M62AUuy5Nq | Reactivate | Not Certified | | | |

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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.

MNSure Where you choose health coverage

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

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

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

Staff Training — TestBroker Agency, Inc.

| Training ID | NPN | Admin ID | First Name | Last Name | Certification Status | Assister Portal (2020) | Assister Portal (2021) | CORE (Older) | CORE (2021) | ROLE (Older) | ROLE (2021) | OE7 Data Privacy & Security | OE8 Data Privacy & Security |
|-------------|------------|----------|------------|-----------|----------------------|------------------------|------------------------|--------------|-------------|--------------|-------------|-----------------------------|-----------------------------|
| M62AUuy5Nq | 4444444444 | | Miss | Yvonne | Not Certified | | | | | | | | |

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Records 1-1 of 1

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 that course shows as “mastered/completed” in their Learning Path. 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 “mastered/completed” 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 Broker Service Line to check the status.