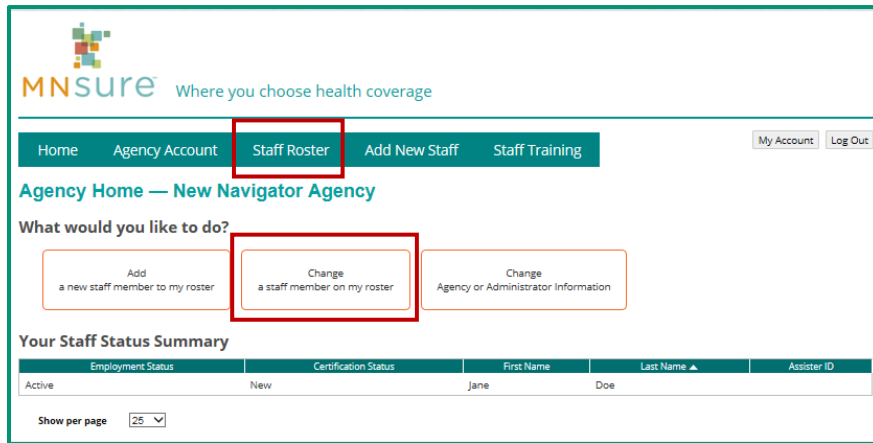


Updating Staff on Agency Roster

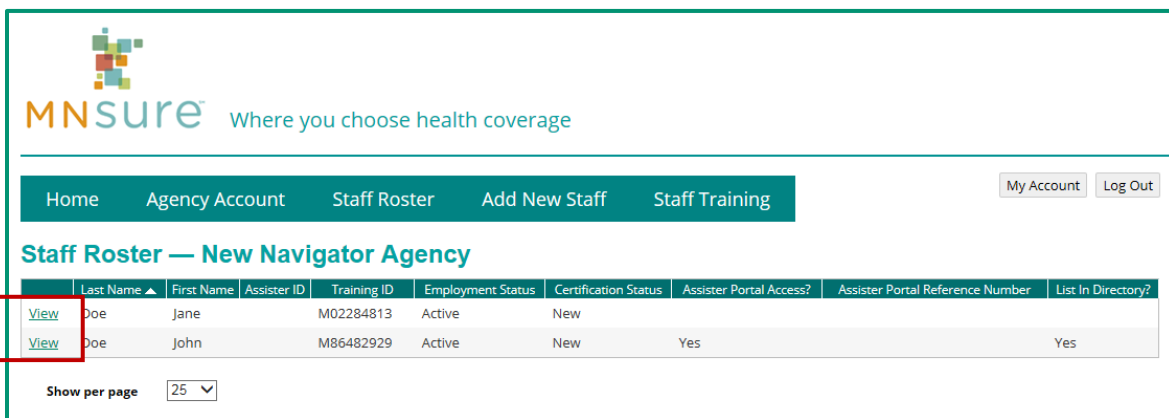
An agency can use AMP to update any of the following information:

- Inactivate or reactivate staff
- Update authorization to have an assister portal account
- Update staff name and contact information
- Update assister directory listing status and information

To make any of these updates, log in to AMP. From the “Agency Home” screen, click on “Staff Roster” or “Change a staff member on my roster.”



To edit the information for any individual staff member, click on the “View” link to the left of the name of the staff member.



Inactivate or Reactivate Staff

To inactivate a staff member, or to reactivate a staff member who was previously active, click on “Edit Certification Information” on the “View staff member” screen.

View staff member — New Navigator Agency

Certification Information

[Edit Certification Information](#)

Employment Status
Active

First name **MI** **Last name**
Jane Doe

Business Address
55 Main Street

Mailing Address

Under “Current Employment Status,” select the drop down box.

- Select “Inactive” to inactivate a staff member.
- Select “Reactivate” to reactivate a staff member who was previously inactivated.

Edit staff member — Example Navigator Organization

Certification Information

Current Employment Status*
Inactive

Click on “Update” to submit the change.

If you are inactivating a staff member, do not change any other information. MNSure will take any necessary action to suspend assister portal access and remove the individual from the assister directory.

If you are reactivating a staff member, review all the other information under “Certification Information” and “Public-Facing Information” and update any information that has changed.

Update Assister Portal Authorization

To approve access to the assister portal, or to remove approval, click on “Edit Public-Facing Information” on the “View staff member” screen.

Public-Facing Information (Assister Directory/Assister Portal)

[Edit Public-Facing Information](#)

Agency Name
Example Navigator Organization

MNSure Role
Navigator

Assister Portal Access? **List on Assister Directory (Public)?**
Yes No - Supervisor

Under “Assister Portal Access?” select either “Yes” or “No.”

Assister Portal Access? *

Yes No

If you select “Yes,” the individual must still complete required training before MNSure will create an assister portal account. If you select “No,” MNSure will suspend their assister portal account if they currently have one.

Click on “Update” to submit the change.

Update Staff Name and Contact Information

To make a change to a staff member’s contact information, such as their name, address, phone number or unique email, click on “Edit Certification Information” on the “View staff member” screen.

View staff member — New Navigator Agency

Certification Information

[Edit Certification Information](#)

Employment Status
Active

First name	MI	Last name
Jane		Doe

Business Address
55 Main Street

Mailing Address

After completing all updates, click on “Update” to submit the change.

Update Assister Directory Listing Status and Information

To add or remove a staff member from the assister directory, or to change their public-facing information, click on “Edit Public-Facing Information” on the “View staff member” screen.

Click on “Edit Public-Facing Information.”

Public-Facing Information (Assister Directory/Assister Portal)

Enter the contact information here that you would like to be visible to the public. This may include an AKA (also known as) name for your agency, a central phone number, and/or a central email.

Agency Name*

MNsure Role

Assister Portal Access?*
 Yes No

List on Assister Directory (Public)?*
 Yes
 No - Supervisor
 No - Support staff
 No - County, Tribe

First Name **Last Name**

Address Street 1

Address Street 2

State **County** **City**

Zip

To add or remove a staff member from the assister directory, select the appropriate option under “List on Assister Directory (Public)?” To remain in compliance with their contract, all navigator organizations must have at least one individual listed on the assister directory at all times. Organizations may request that the following individuals not be listed on the assister directory:

- Certified navigators that act primarily in a supervisory capacity and do not regularly directly assist consumers with completing an application.
- Certified navigators that provide support (such as pre-screening, setting up appointments, assisting with follow-up) and do not regularly directly assist consumers with completing an application.

Note:

- The phone number and email entered here are what will appear to members of the general public in the assister directory. You may choose to enter a central phone number and/or email for the staff member.
- Select any language the individual speaks fluently enough to provide navigator services.
- When selecting counties served by the staff member, only select counties where the staff member is able to provide in-person assistance if requested by a consumer.

Click “Update” when you have completed all changes in this section.