Mortuary Science Webex Series

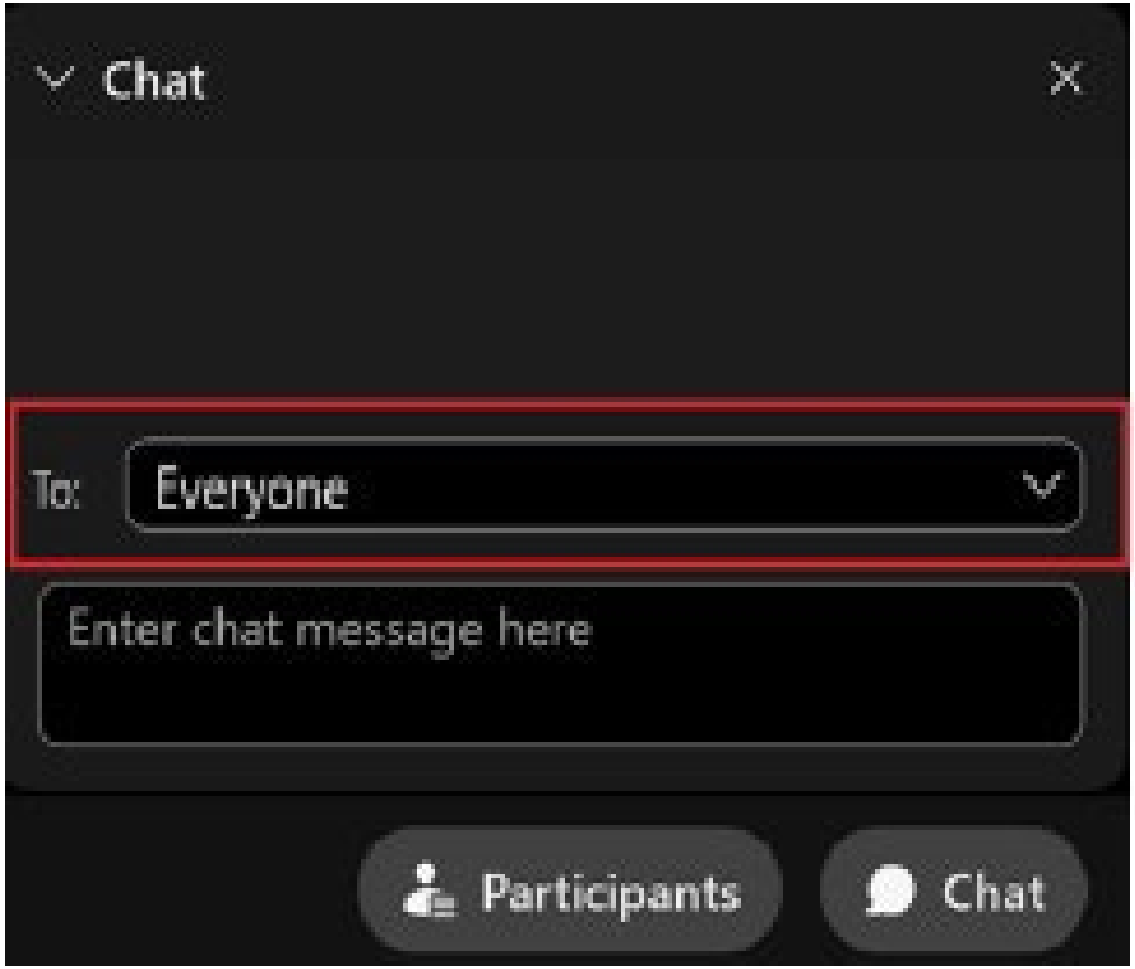
E-Licensing Tutorial | November 13, 2025

Webex Participants

Participants are muted.

To ask a question, click on the chat bubble to open the chat, select “Everyone”, and ask a question or provide a comment. Messages sent privately may not be addressed due to logistics.

We will answer as many questions as we can at the end of our time today.



Mortuary Science Webex Quarterly Meetings

To promote consistent communication and transparency, MDH will begin hosting quarterly Webex meetings.

These sessions will provide updates and share information related to mortuary science licensing, inspections, and investigations.

Our goal is to ensure that licensees and stakeholders remain informed and have opportunities to hear directly from MDH on important regulatory matters.

Agenda

This session's focus — the new e-licensing system!

1. Overview of the e-licensing project
   - Benefits & functionality
   - New license numbers
2. Partnership with the Office of Vital Records (OVR)
3. Claim your existing license record
   - Creating an account & using your claim code
   - Step-by-Step instruction & live demonstration
4. Renew your license online
   - Step-by-Step instruction & live demonstration

e-Licensing Overview

Rachel Gacioch| State Operations Manager

Why?

Consolidate multiple licensing and credentialing programs into a single, enterprise-level online system.

Includes credentialing (application, review, issuance, renewals) and fee payments.

Provides capability to track and report on trends.

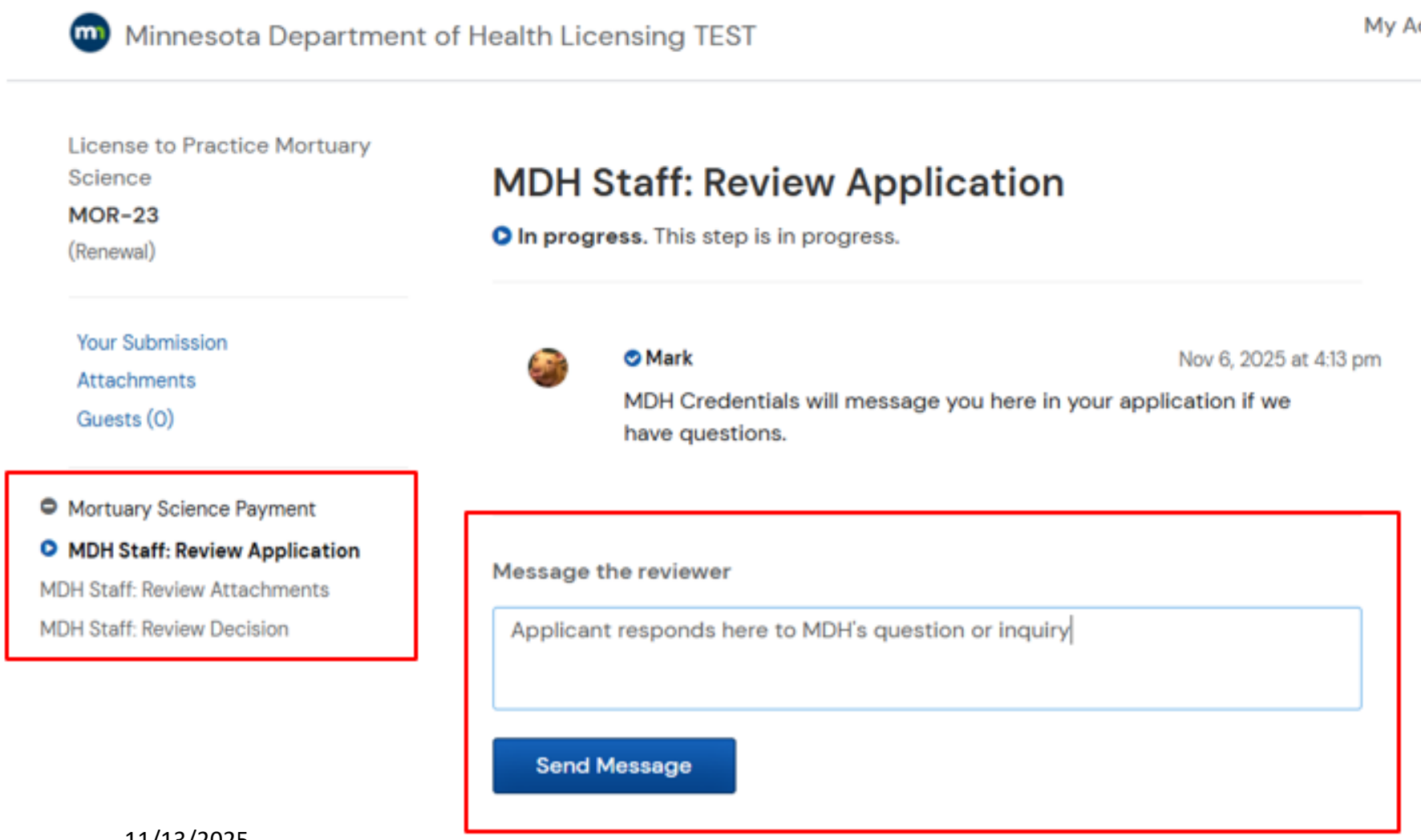
Credential Launch

May 15, 2025: *Initial License Applications Open for Establishments*	New establishments can apply for their first license online through the new e-licensing system.
	Marks the official start of electronic processing for the mortuary science program.
August 21, 2025: *Transition for Existing Licensees*	Includes: Morticians, transfer care specialists, interns, state exam candidates, and currently licensed establishments.
	Current licensees will begin renewing and managing their licenses within the new system.

Benefits to e-Licensing

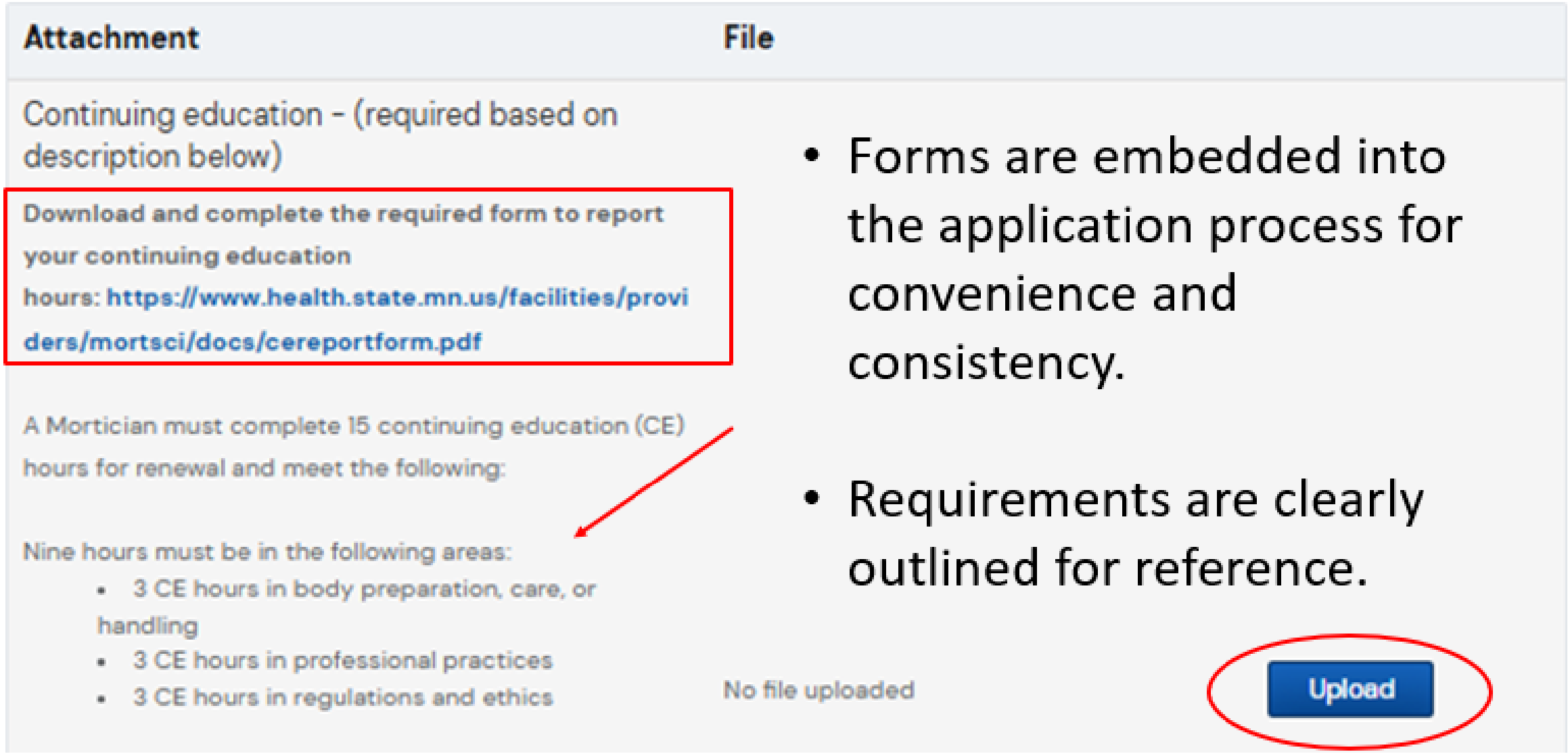
- Simplified application process.
- Transparency at every step.
- Direct communication with Credentialing staff.
- Convenient digital tools.
- Time and cost savings.
- Enhanced security and accessibility.

Transparency & Direct Communication



- Track your application's status in real time. See where it is in the review process and what actions are next.
- Secure, in-system messaging connects you directly with MDH credentialing staff.

Digital Uploads



- Forms are embedded into the application process for convenience and consistency.
- Requirements are clearly outlined for reference.

System Functionality – Email Address

💡 Why It Matters

Your email address is your login credential and the primary way MDH communicates with you about: Renewals, License status updates, Requests for information etc.

Individuals

- Use an email only you can access.
- Avoid shared or group accounts.
- This email is tied to your professional record.

Establishments

- The email represents the licensed business entity.
- May use shared/central email if multiple sites are managed collectively.
- Must be secure and actively monitored.

System Functionality - New License

As part of this system upgrade, each license record was assigned a new, unique identifier that aligns with the platform's data structure and integration requirements.

This change ensures the system can better support renewals, record management, and public lookup functions moving forward.

Morticians
MOR - #

Interns
INT - #

Transfer Care Specialists
TCS - #

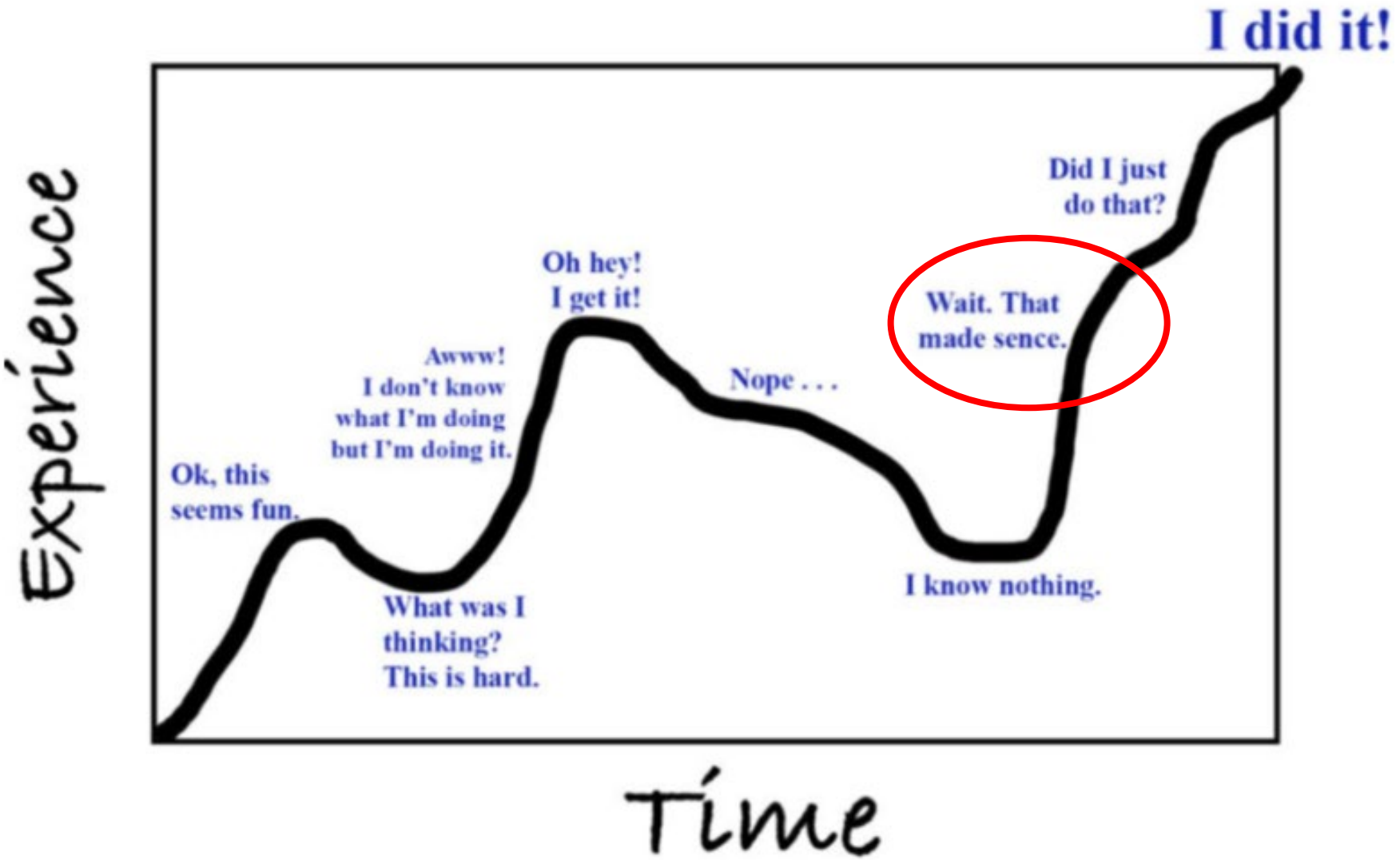
New License # Cont.

To maintain continuity, your continuing education reporting schedule remains unchanged.

- If your previous license number ended in an **odd** number — your **new license number will also end in an odd number**.
- If your previous license number ended in an **even** number — your **new license number will also end in an even number.**

Your new license number replaces your previous one and will be used for all future activities, renewals, and correspondence related to the **new license year**.

The Learning Curve Diagram



Learning Curve

We’re all learning – and improving – together!

New for everyone: Applicants/licensees and MDH staff are both learning the system.

Learning takes time: Some steps may take longer as processes adjust.

Your feedback matters: Each question helps us refine and improve.

Partnership with The Office of Vital Records (OVR)

Rachel Gacioch I State Operations Manager

MR&C Updates - Licensure

MDH-OVR updated the Minnesota Registration and Certification System (MR&C) to accommodate the new alpha-numeric license numbers. Office of Vital Records (OVR) staff:

- Are entering newly licensed morticians and facilities into the MR&C System so that they are available in the drop-down lists during death registration.
- Are entering newly licensed facilities in the MR&C System so that the facility is available in the drop-down list
- Have NOT updated MR&C for licenses that changed—but will soon.

MR&C Licensure—Current Status

The MR&C System is available to morticians and their staff to register deaths/establish death records, order certificates, and generate documents.

While OVR staff work to update license information:

- Certain data elements on death records and documentation generated from MR&C may reference old license numbers.
- Morticians will be able to view and select their old and new license (as the new licenses are added) to allow access to previously filed records and to register new records.
- Funeral staff will be able to register new records in MR&C only under the old facility license number until OVR manually updates MR&C.
- OVR will update license information upon request

MR&C Licensure—Next Steps

- OVR is working with our IT partners to upload the new license data into MR&C.
- OVR will need to link staff to facilities once the new license data is uploaded and available in MR&C.
- On a case-by-case basis, OVR will update license information upon request.
- OVR is exploring mechanisms to modernize interoperability and systematic updates for license changes and MR&C access

MR&C User Access—Renewal

With the licensure changes associated with funeral establishments and morticians, OVR has an opportunity to address MR&C system access. In the next few months OVR will:

- Email morticians and funeral staff who have an active MR&C user account and post other communications on the MR&C message board.
- Require MR&C users to sign and return an updated MR&C access user agreement.
- Update license information and user accounts to assure that MR&C users who register deaths are associated with the correct facilities.
- OVR will inactivate/disable MR&C access for morticians and staff who are no longer active.

OVR and MR&C—your assignment

- Know that internal MDH partnerships are in being put into place to help different MDH programs connect and share information about licenses so that everyone and all our systems are up-to-date .
- To assure that your MR&C access is uninterrupted:
  - Continue to contact the OVR Help Desk when your facility ownership or name changes.
  - Continue to contact the OVR Help Desk when staff who use MR&C leave or start employment.
- Look for communications about your MR&C user access and respond to requests to renew/re-sign your MR&C user agreement.
- Be patient with OVR staff as we work to update the MR&C System with new license information.

OVR and MR&C support

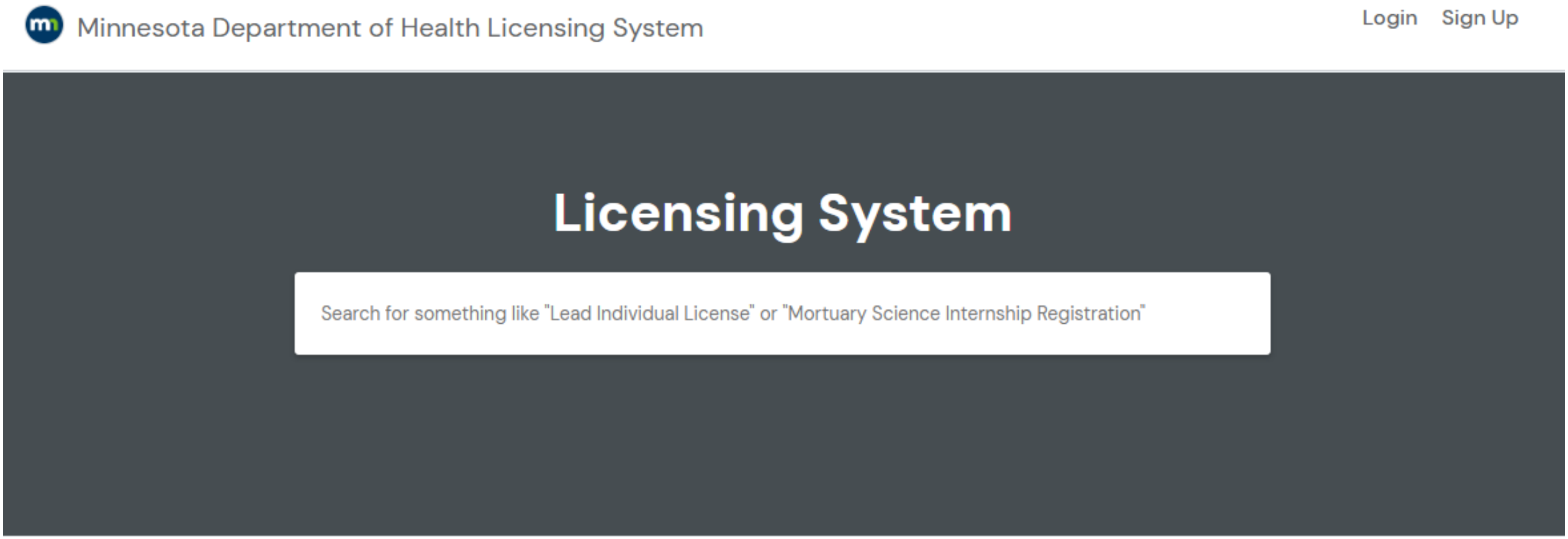
- Contact the OVR Help Desk for help with using MR&C and other questions:
  - Email: health.vitalrecords@state.mn.us
  - Phone: 651-201-5972
- Review and use the MDH-OVR web for information and resources:
  - www.health.state.mn.us
- Look for OVR-communications to come via email (to the email address associated with your MR&C user account)
- Watch the MR&C message board for announcements and other important communications

How to Create an Account & Claim Your License Record

Rachel Gacioch | State Operations Manager

How to Create an Account (1/4)

Go to the [Minnesota Department of Health Licensing System (https://mn-mdh.portal.opengov.com/)](https://mn-mdh.portal.opengov.com/)

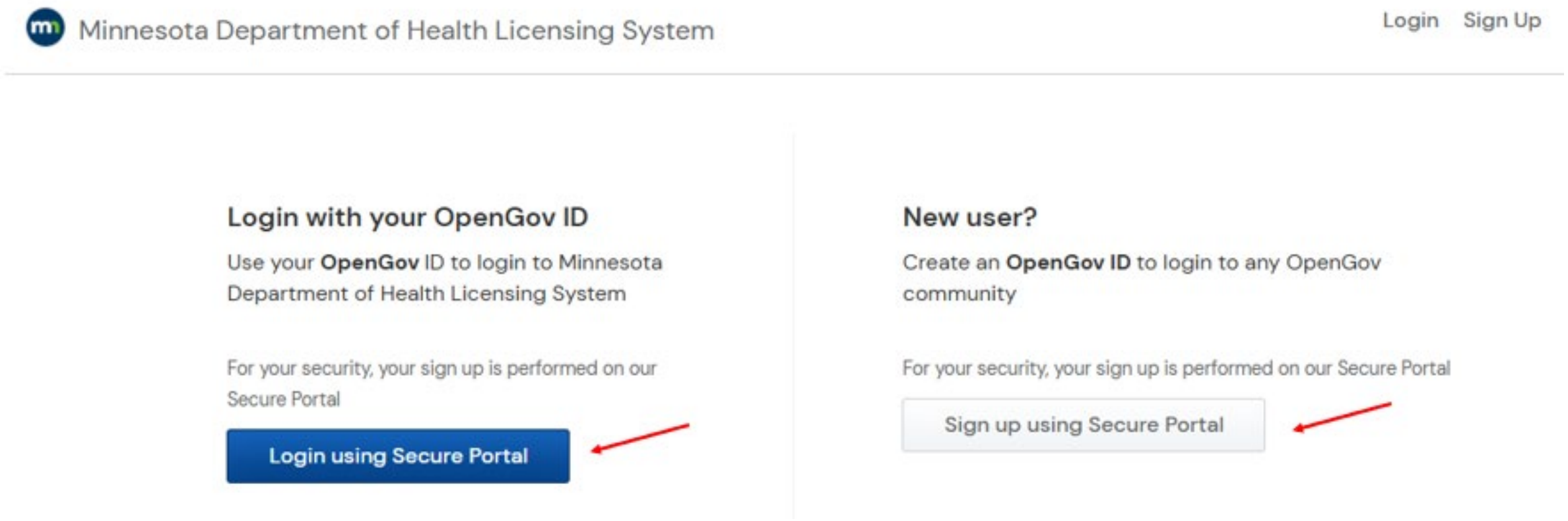


How to Create an Account (2/4)

Click, "Login using Secure Portal”

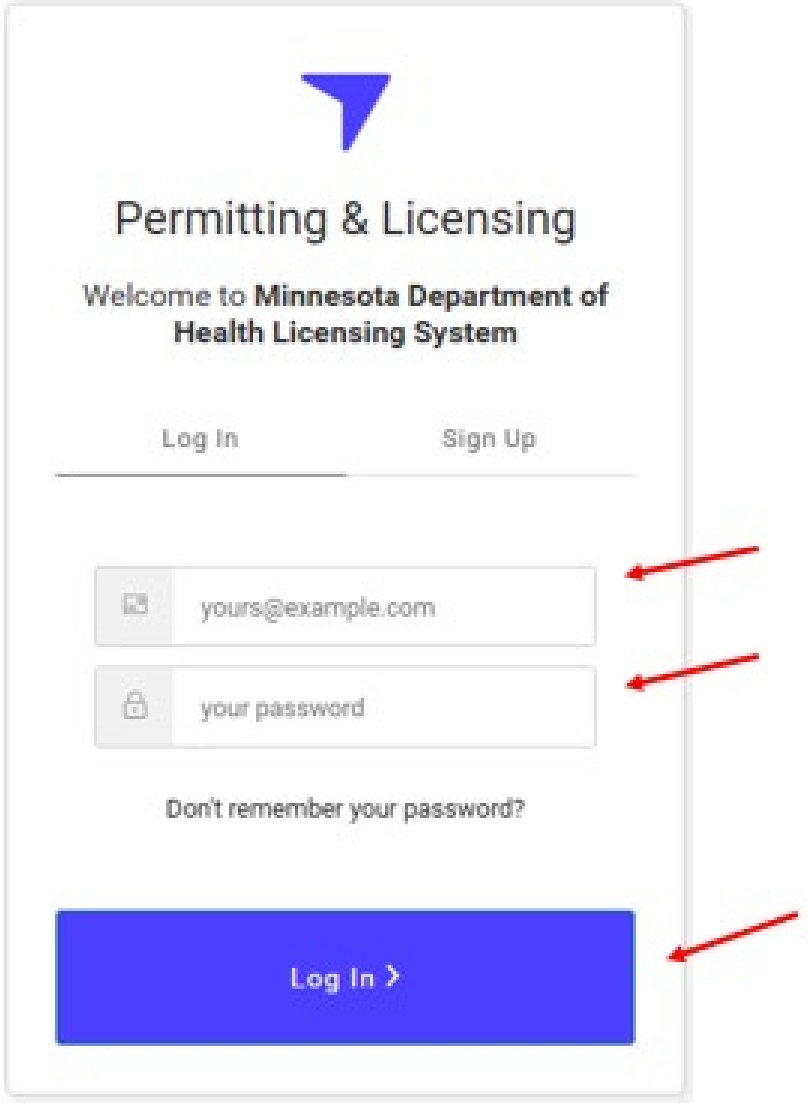
How to Create an Account (3/4)

- Click "Login using Secure Portal” (If account is already created)
- Click "Sign up using Secure Portal” (If you need to create an account)



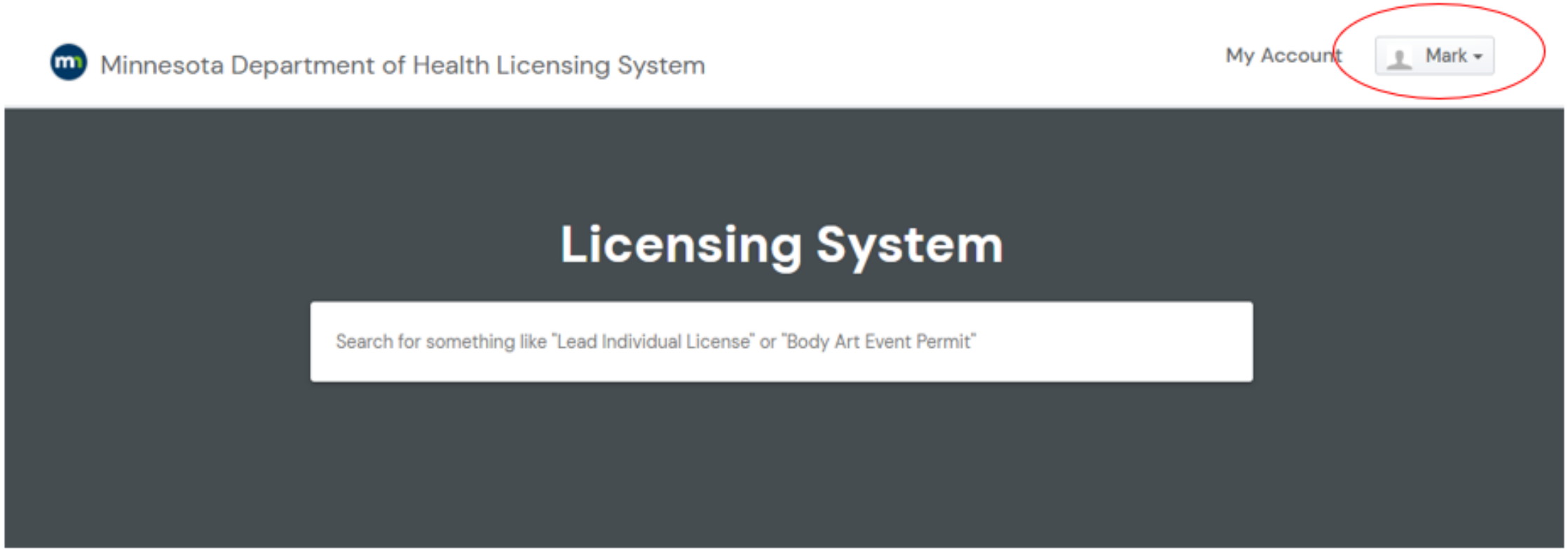
How to Create an Account (4/4)

- Click "Log In" (If you created Account)
  - Enter email
  - Enter password
- Click "Sign Up" (If you need to create account)
  - Enter email
  - Enter password (create own personal password)



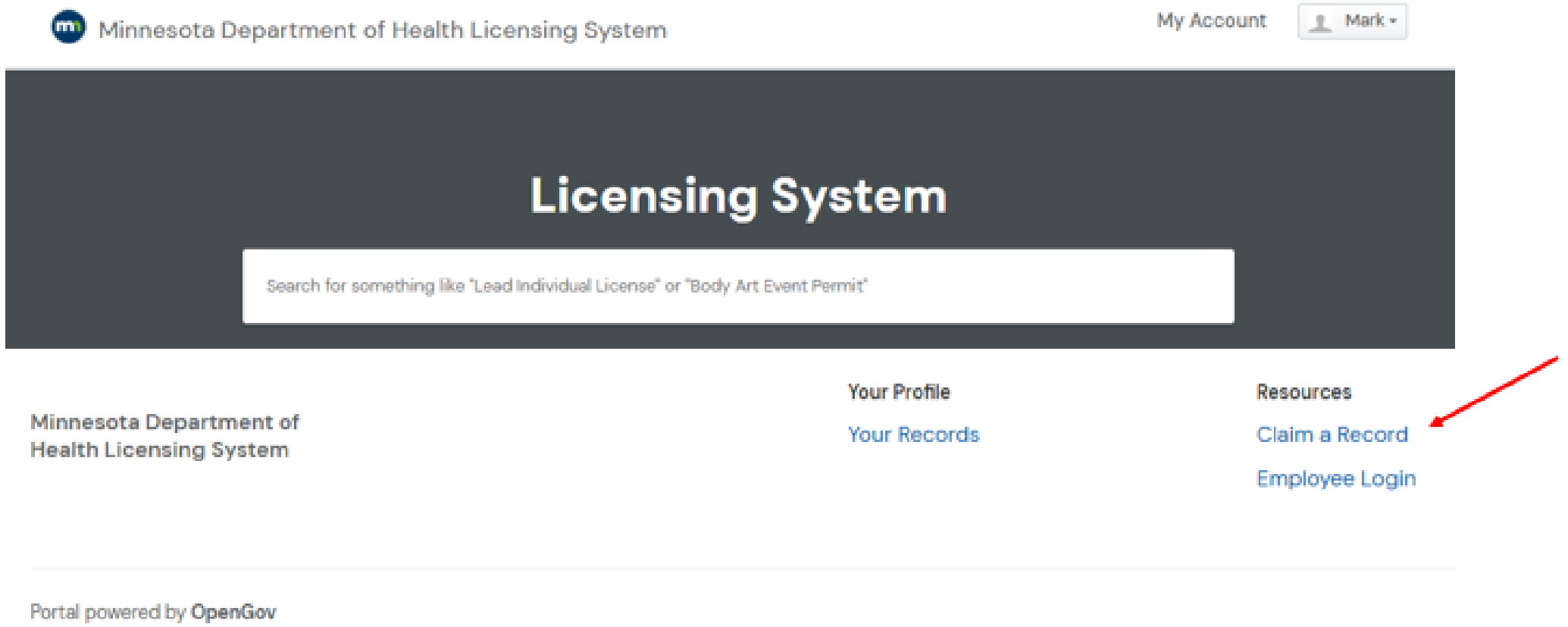
How to Claim Your License Record (1/4)

- While logged in; Scroll to the bottom of this screen to claim account.



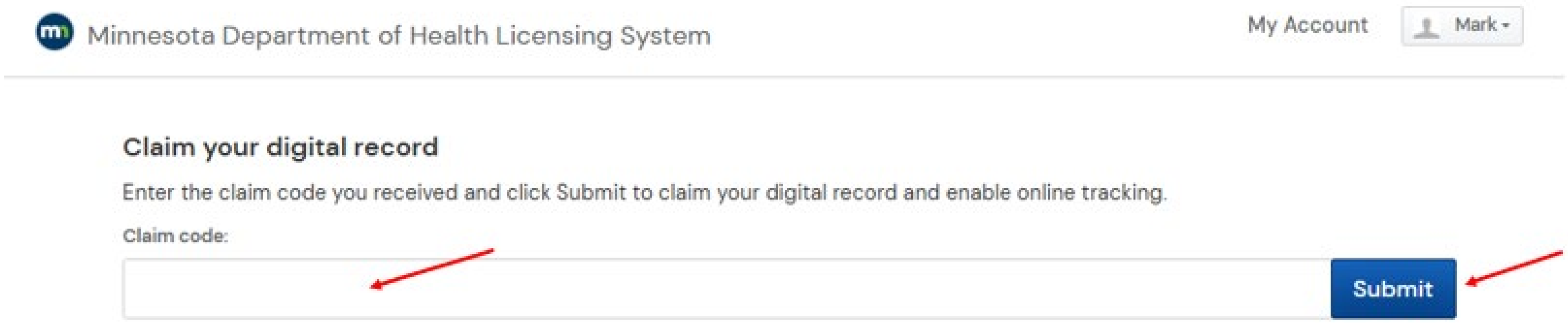
How to Claim Your License Record (2/4)

- Click "Claim a Record"



How to Claim Your License Record (3/4)

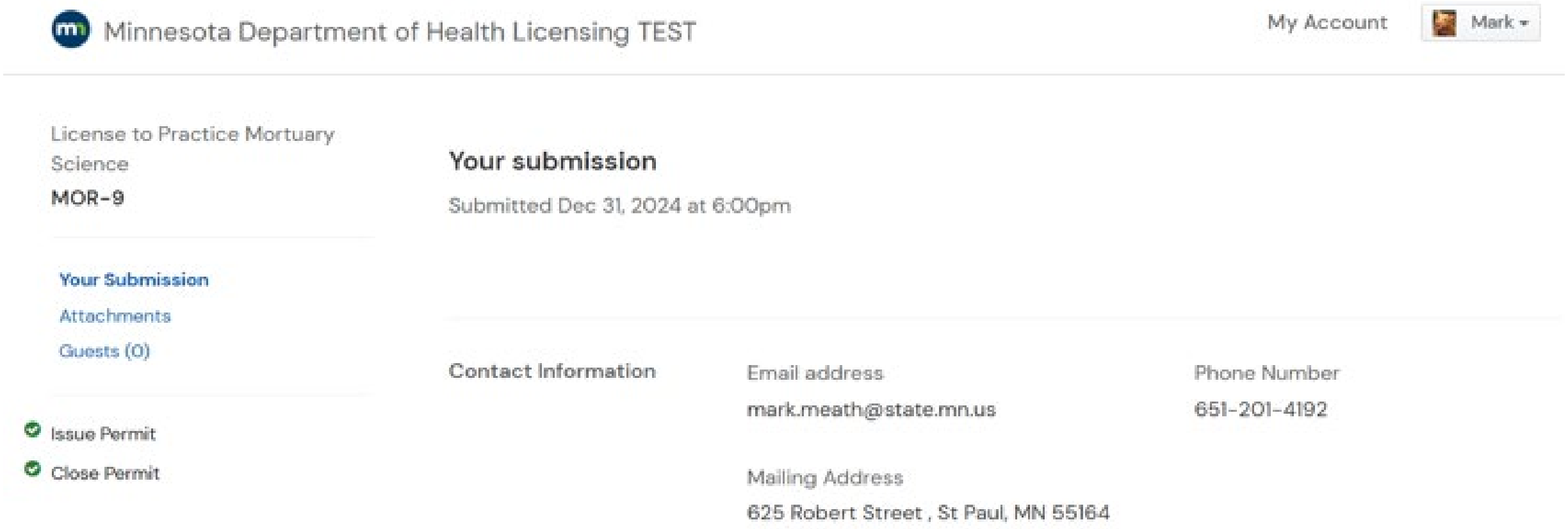
- Enter your unique claim code:



- Click "Submit“.

How to Claim Your License Record (4/4)

- You have successfully claimed your account (you should see your info):



Trouble Claiming License Record / Need Claim Code

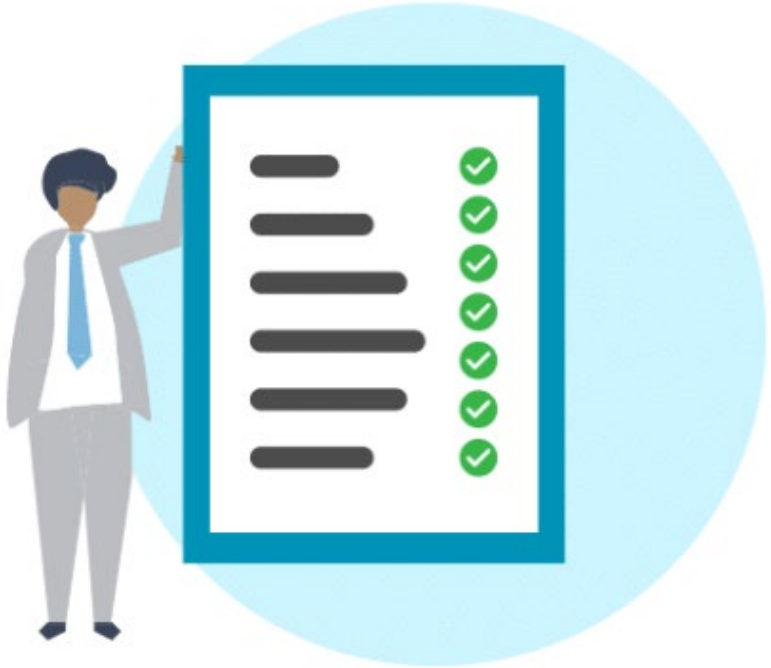
- If you have trouble claiming your code:
  - Email: HEALTH.MORTSCI@state.mn.us
- If you did not receive your claim code or would like the code sent again:
  - Email: HEALTH.MORTSCI@state.mn.us

How to Renew Your License

Rachel Gacioch | State Operations Manager

Renewal Requirements (1/3)

- All Mortuary Science licenses and registrations (Mortician, Intern, and Transfer Care Specialist) expire on **December 31, 2025**.
- To continue practicing in Minnesota, you must submit a completed renewal application and renewal fee no later than December 31, 2025, in accordance with Minn. Stat. § 149A.40.



Renewal Requirements by License/Registration Type

- **Morticians:** If your license number is **even**, you must upload your Continuing Education (CE) Report with your renewal application. A downloadable CE form is available in the attachments section of your renewal application.
- **Transfer Care Specialists:** You must upload proof of completion of the continuing education requirements as stated in Minn. Stat. § 149A.47, subd. 4(b), covering the content listed in paragraph (a), clauses (1)–(3).
- **Interns:** CE requirements do not apply to Intern renewals.

Renewal Requirements (3/3)

What Happens if I Miss the Deadline?

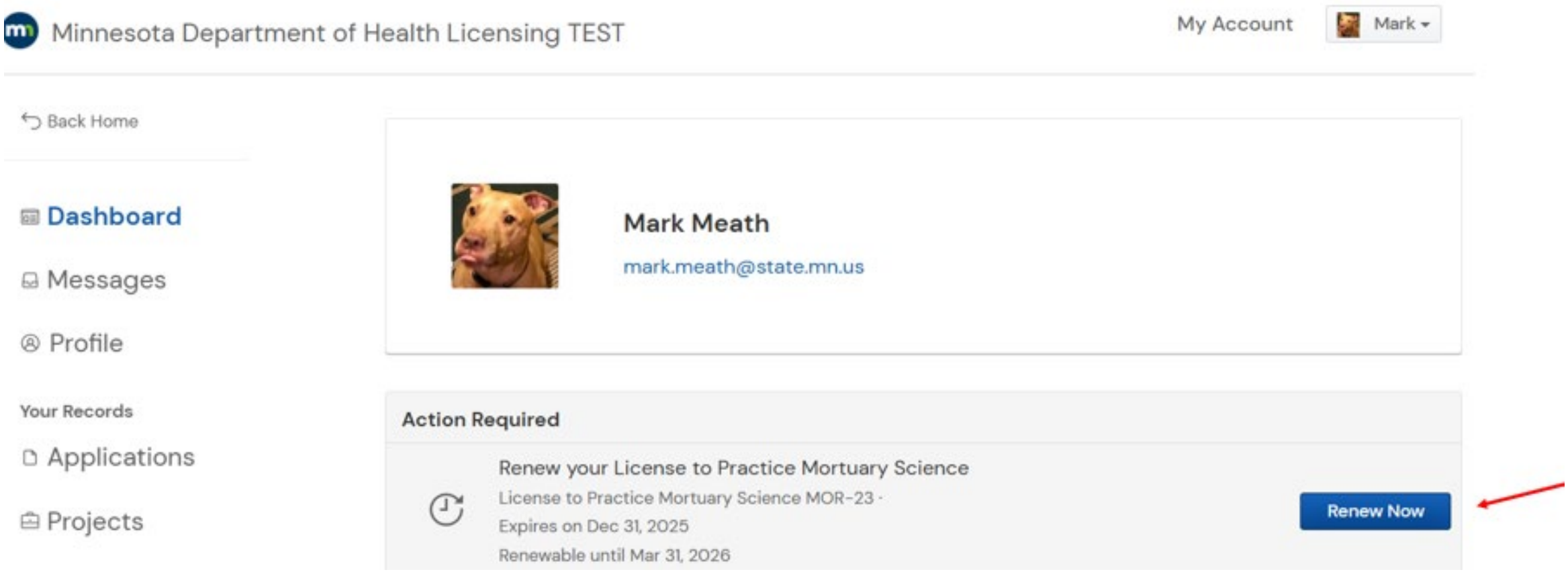
- Applications received on or after January 1, 2026, will be considered late and subject to a $100 late fee, as required by Minn. Stat. § 149A.65, subd. 2(4).

How to Renew your License (1/3)

- Login following steps on previous slides.
- Click "My Account"

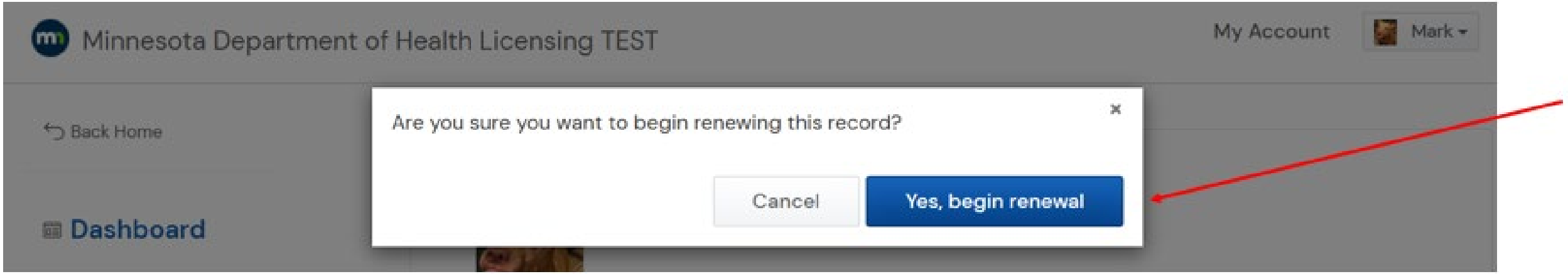
How to Renew your License (2/3)

- Click "Renew Now"



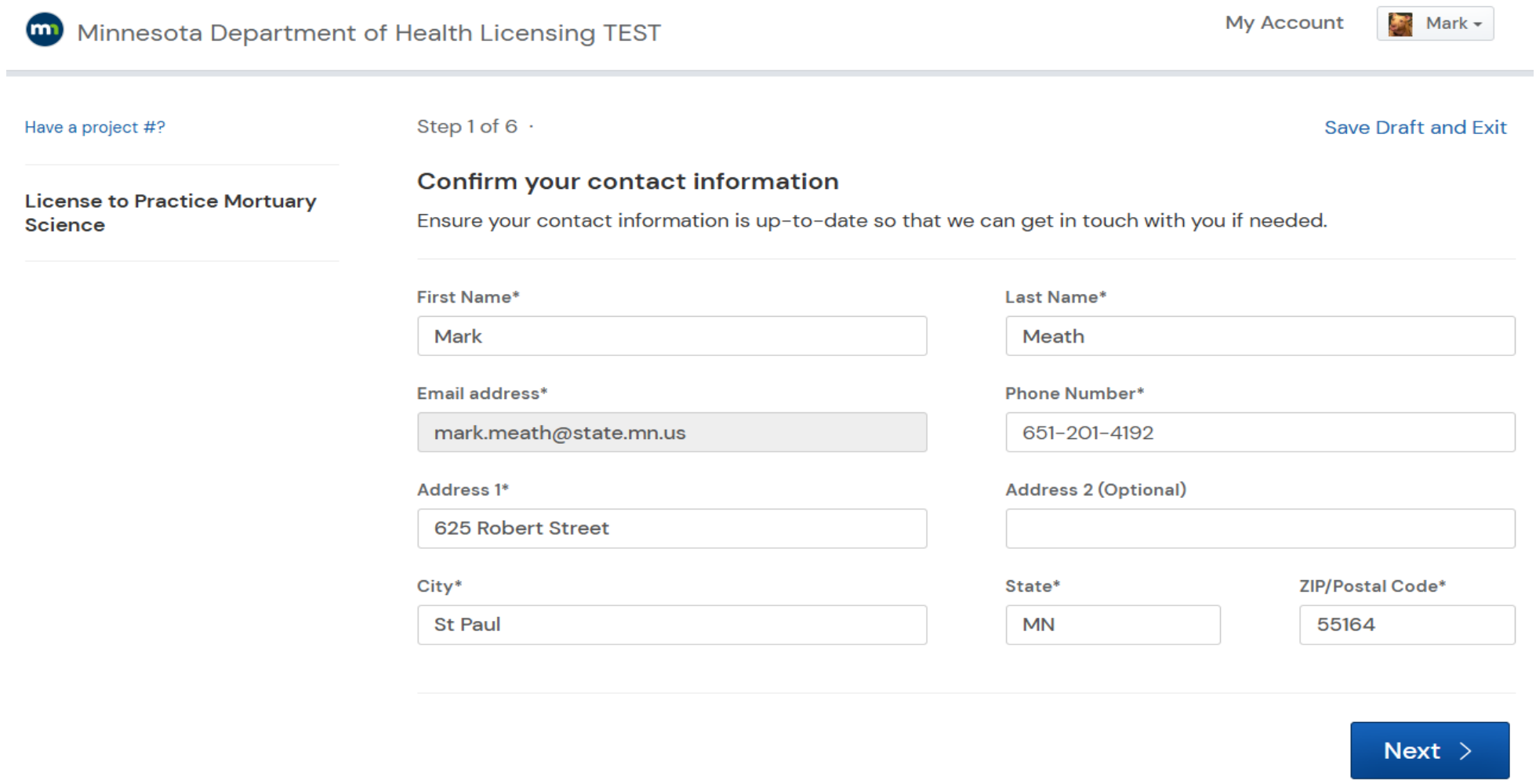
How to Renew your License (3/3)

- Click "Yes, begin renewal"

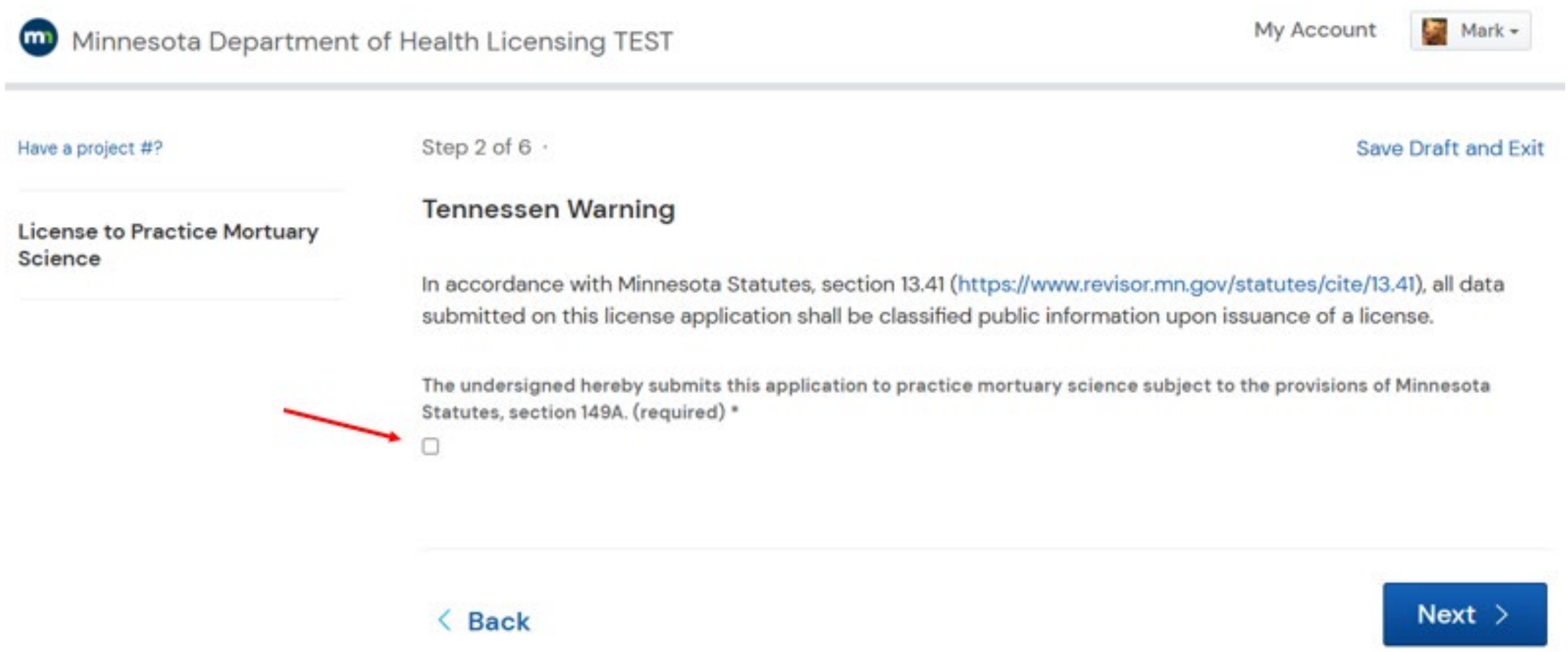


- Now you will go through each step of the application update anything that is blank or may have changed since last renewal including affirmations and signatures.

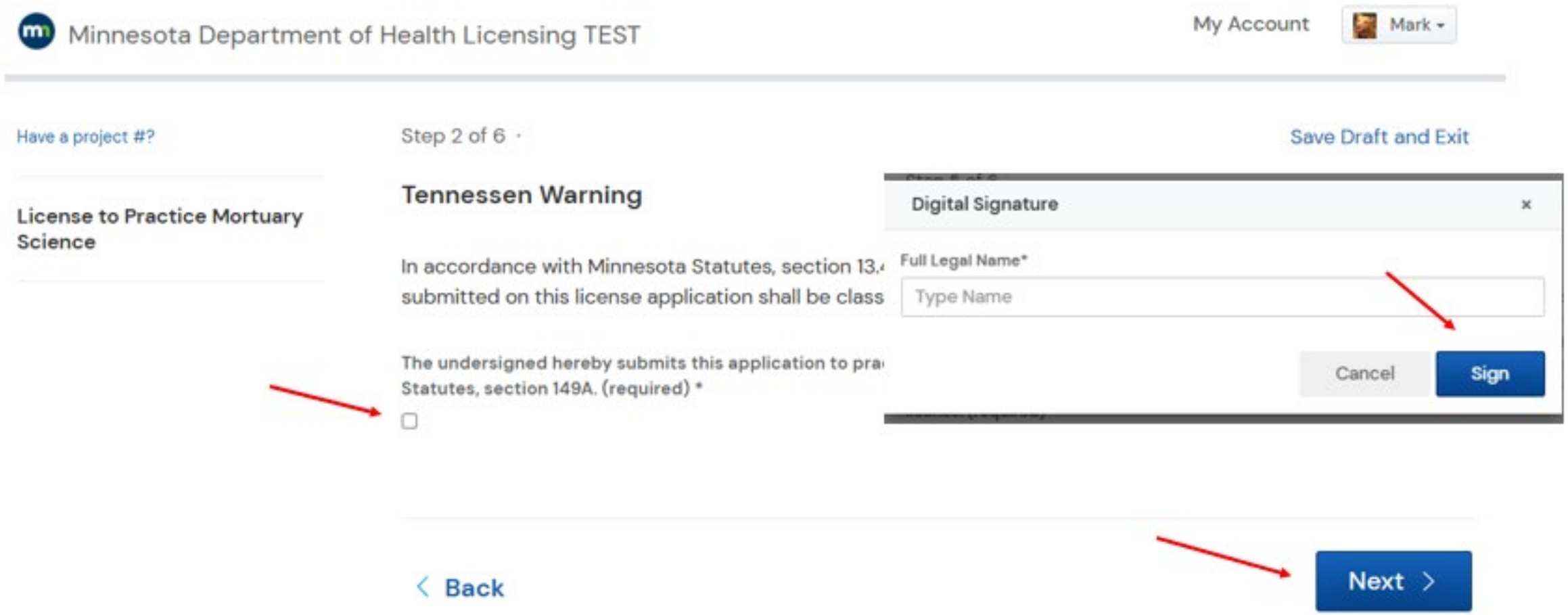
How to Renew your License – Step 1 of 6



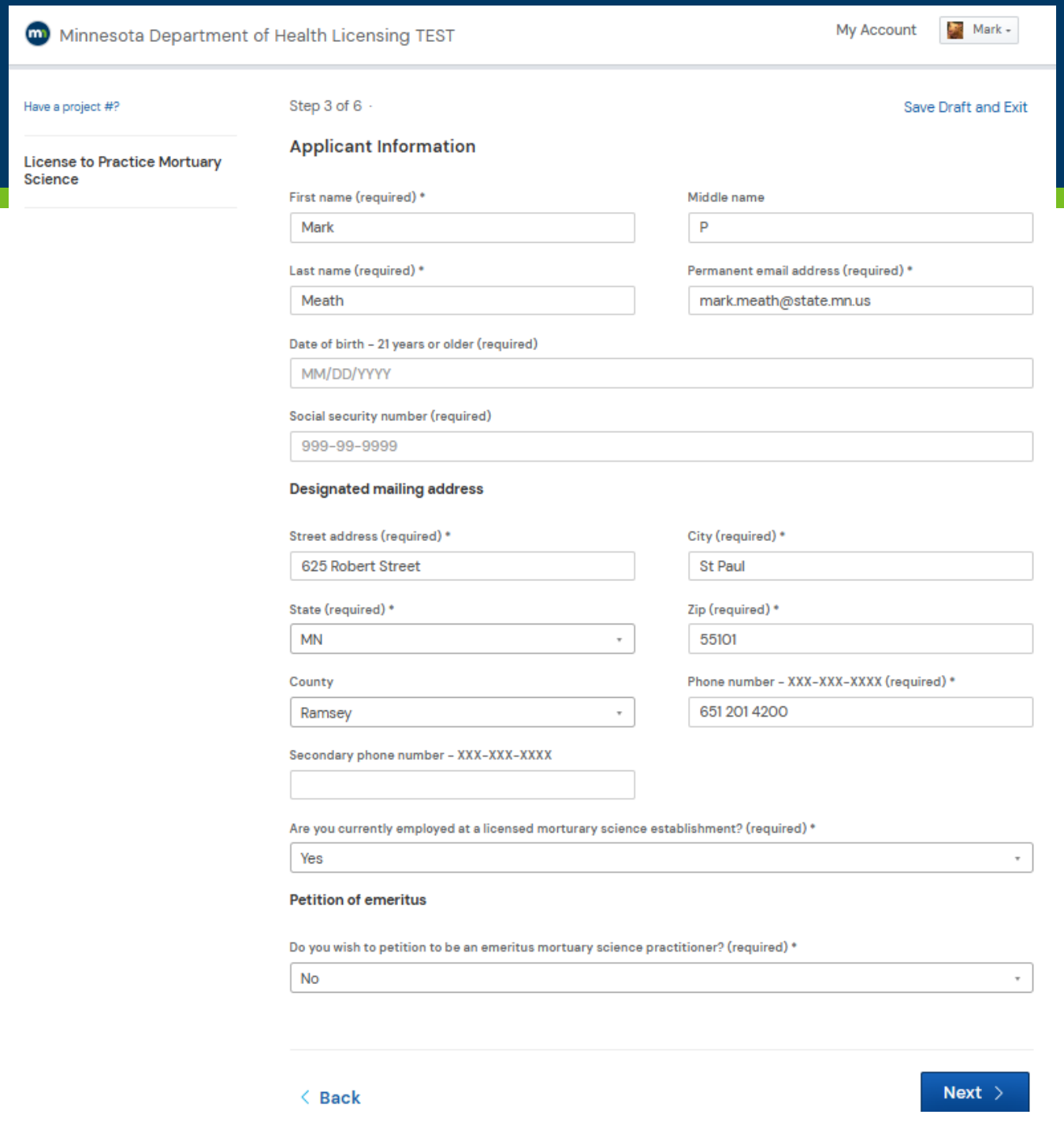
How to Renew your License – Step 2 of 6



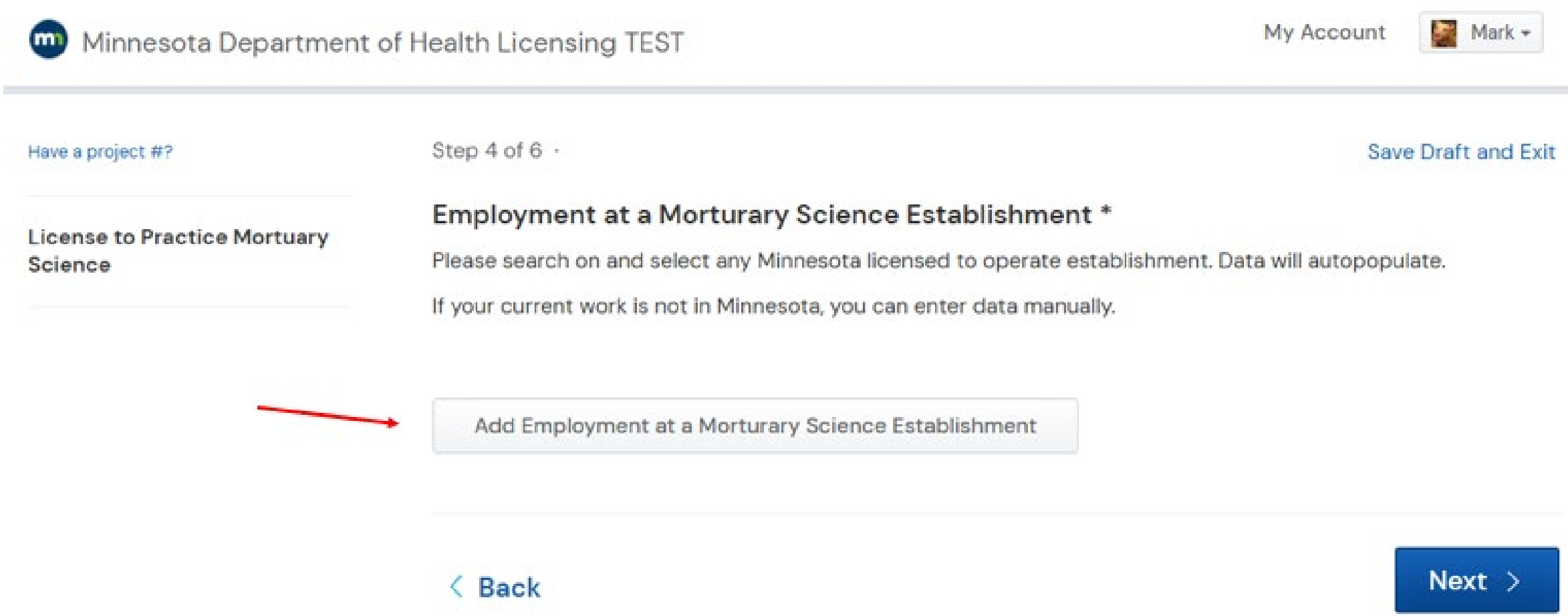
How to Renew your License – Step 2 of 6 cont.



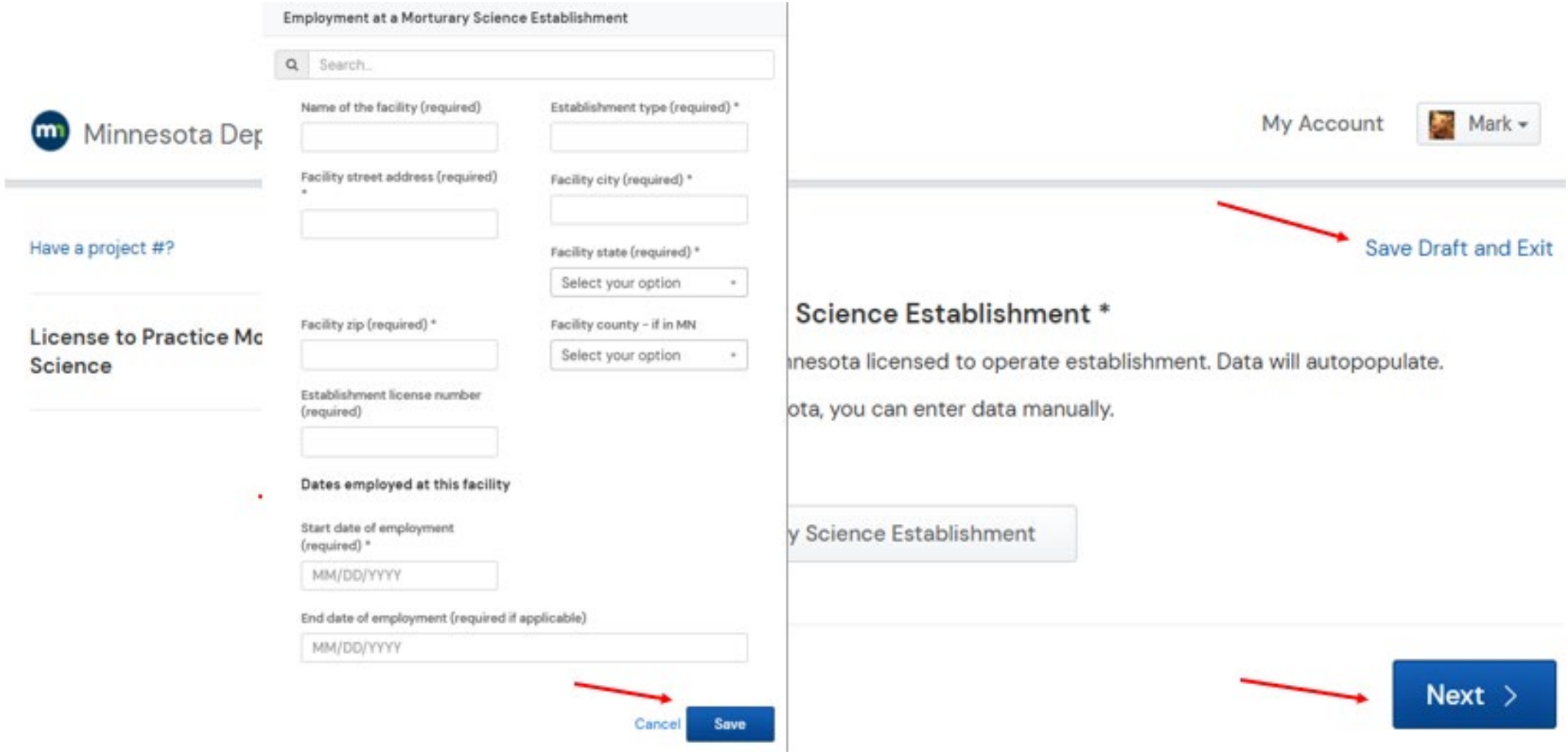
How to Renew your License - Step 3 of 6



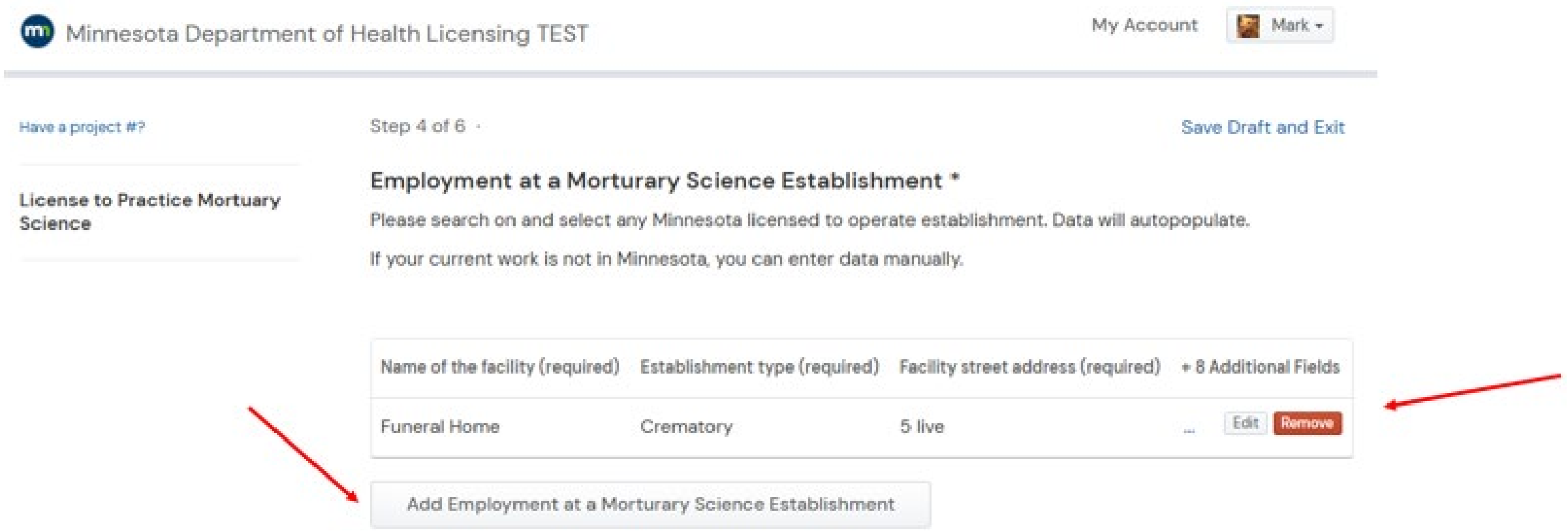
How to Renew your License – Step 4 of 6 (1/3)



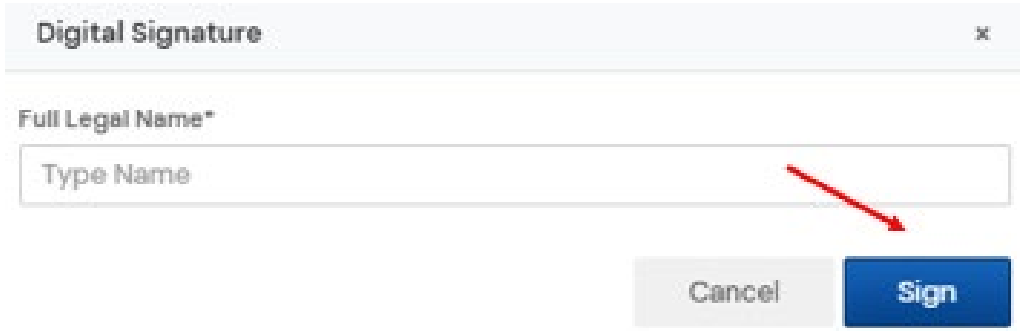
How to Renew your License – Step 4 of 6 (2/3).

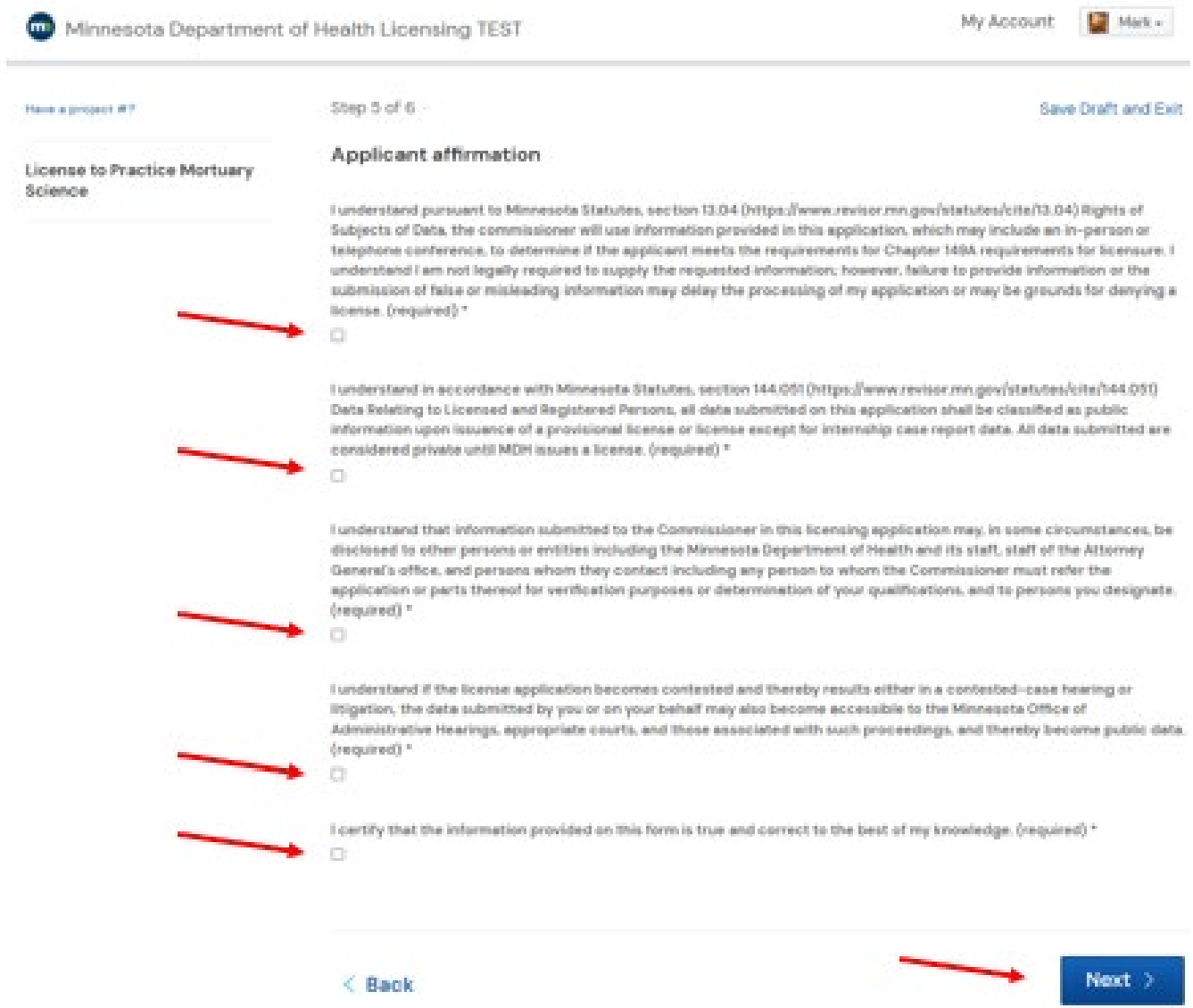


How to Renew your License – Step 4 of 6 (3/3).

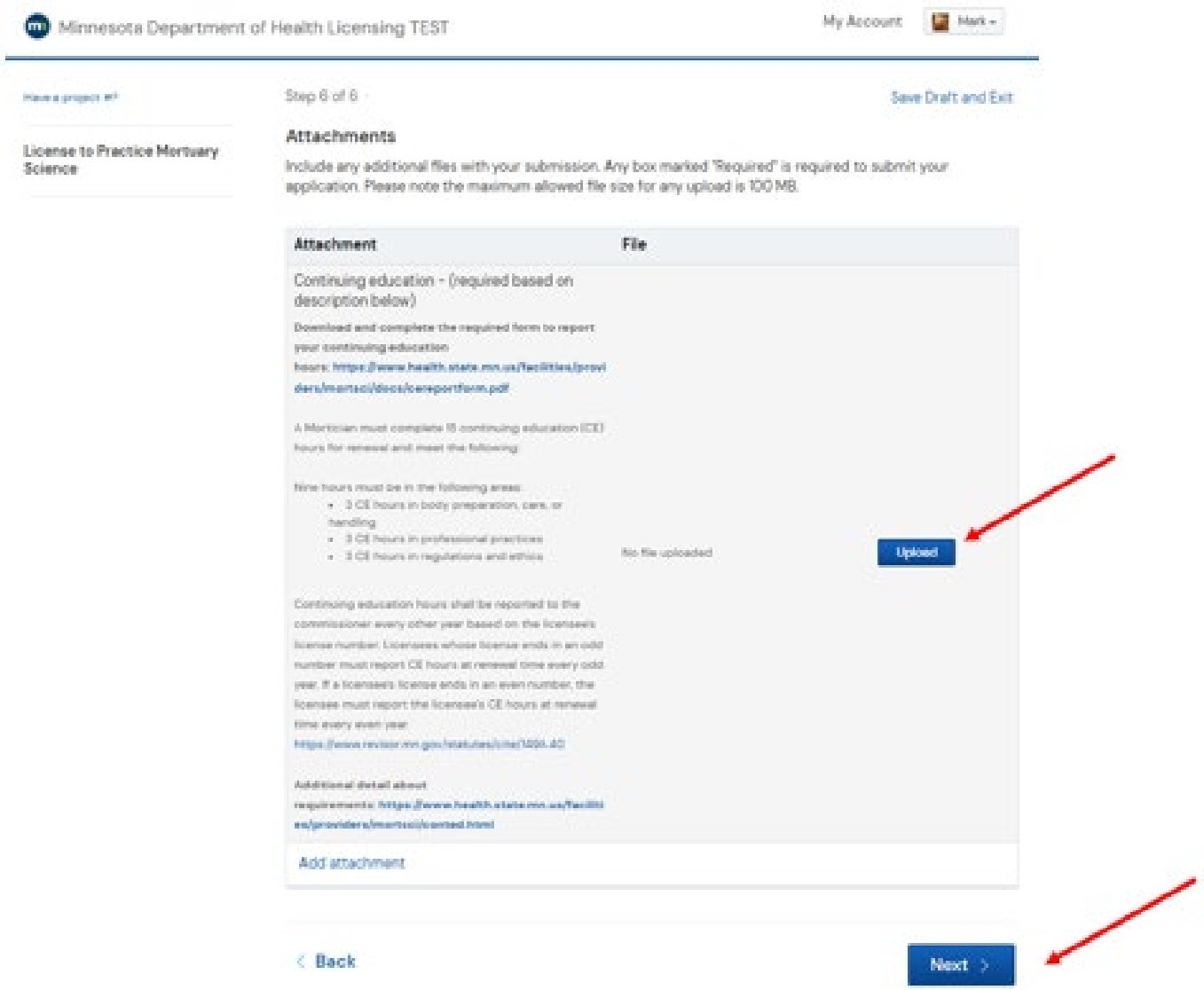


How to Renew your License – Step 5 of 6

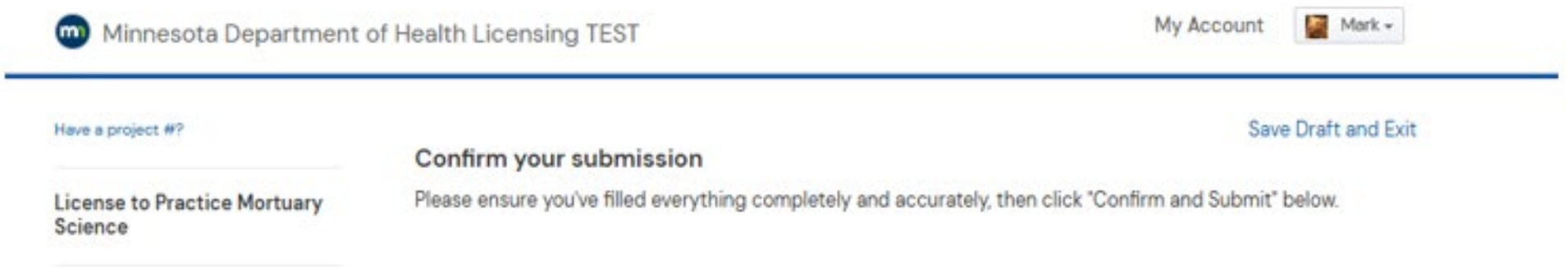




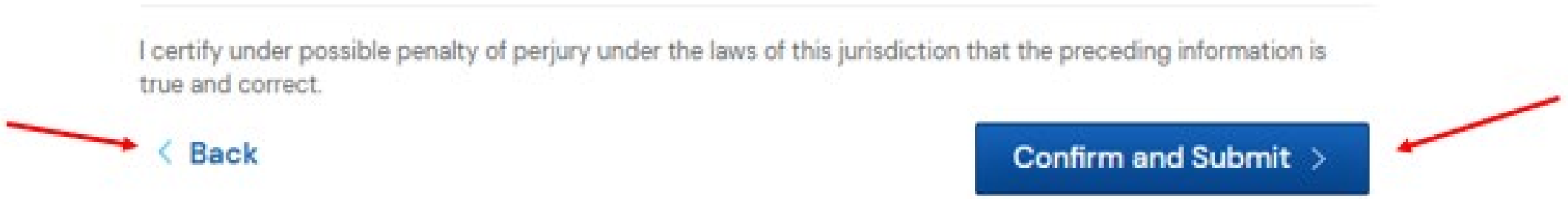
How to Renew your License – Step 6 of 6



Confirm Your Submission



- Review through the snapshot and if changes are needed, Click, "< Back", if no changes, Click, "Confirm and Submit”.



Application Submitted

Application submitted

MD

Minnesota Department of Health Licensing TEST <noreply@opengov.com>
To Meath, Mark (MDH)

Retention Policy AllMail_90 (90 days)

Expires 02/04/2026

If there are problems with how this message is displayed, click here to view it in a web browser.

This message may be from an external email source.
Do not select links or open attachments unless verified. Report all suspicious emails to Minnesota IT Services Security Operations Center.

Minnesota Department of Health Licensing TEST

Your application has been submitted successfully!

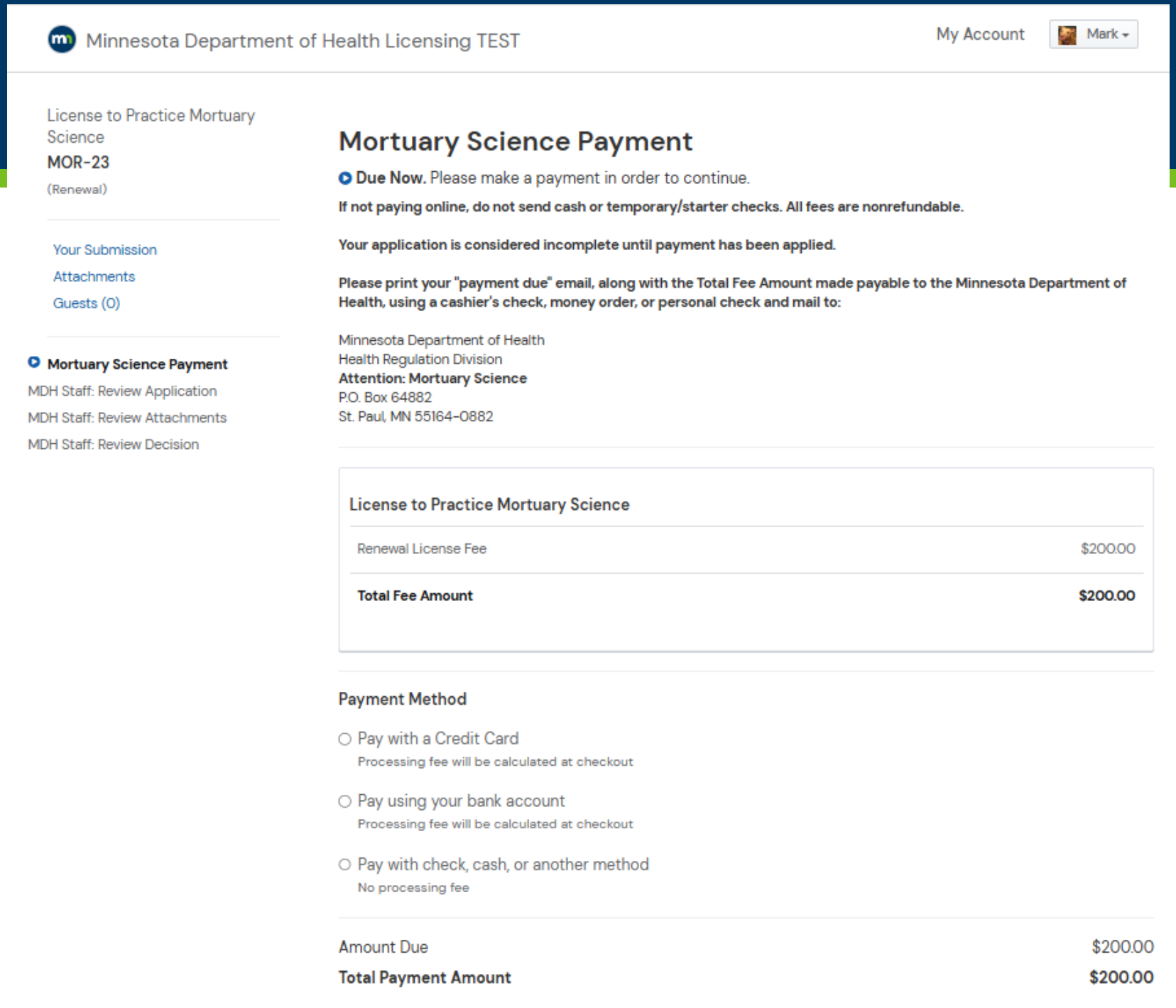
Type: License to Practice Mortuary Science

Number: MOR-23

View Details

Powered by OpenGov

Payment Due


Minnesota Department of Health Licensing TEST
My Account
Mark
License to Practice Mortuary Science
MOR-23
(Renewal)
Your Submission
Attachments
Guests (0)
Mortuary Science Payment
MDH Staff: Review Application
MDH Staff: Review Attachments
MDH Staff: Review Decision
Mortuary Science Payment
Due Now. Please make a payment in order to continue.
If not paying online, do not send cash or temporary/starter checks. All fees are nonrefundable.
Your application is considered incomplete until payment has been applied.
Please print your "payment due" email, along with the Total Fee Amount made payable to the Minnesota Department of Health, using a cashier's check, money order, or personal check and mail to:
Minnesota Department of Health
Health Regulation Division
Attention: Mortuary Science
P.O. Box 64882
St. Paul, MN 55164-0882
License to Practice Mortuary Science
Renewal License Fee $200.00
Total Fee Amount $200.00
Payment Method
Pay with a Credit Card
Processing fee will be calculated at checkout
Pay using your bank account
Processing fee will be calculated at checkout
Pay with check, cash, or another method
No processing fee
Amount Due $200.00
Total Payment Amount $200.00

Payment Due Email

Payment due for MOR-23

MD

Minnesota Department of Health Licensing TEST <noreply@opengov.com>
To Meath, Mark (MDH)

Retention Policy AllMail_90 (90 days)

Expires 02/04/2026

If there are problems with how this message is displayed, click here to view it in a web browser.

This message may be from an external email source.
Do not select links or open attachments unless verified. Report all suspicious emails to Minnesota IT Services Security Operations Center.

Minnesota Department of Health Licensing TEST

A payment is due for Mortuary Science Payment:

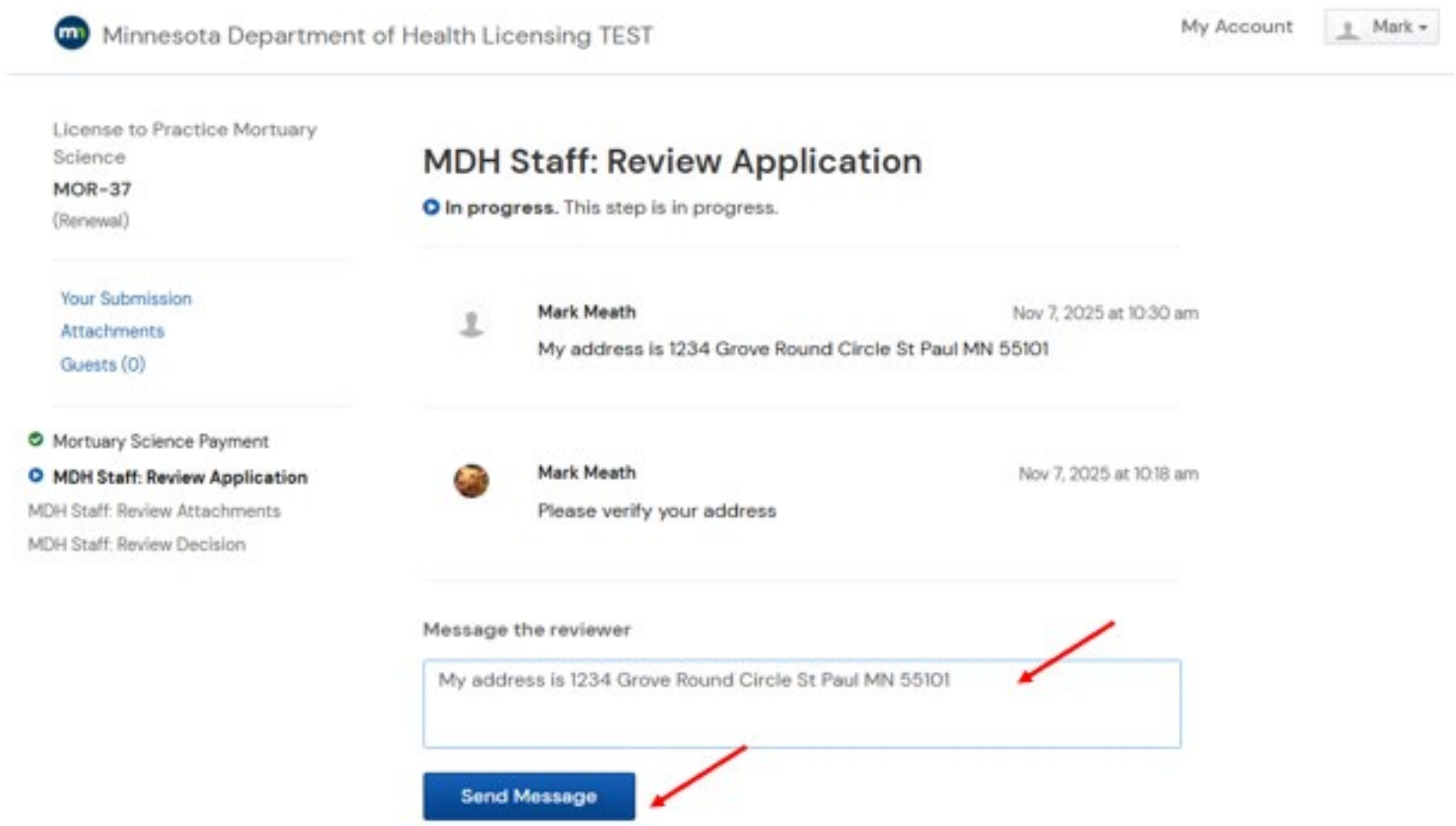
Type: License to Practice Mortuary Science

Number: MOR-23

Pay Online

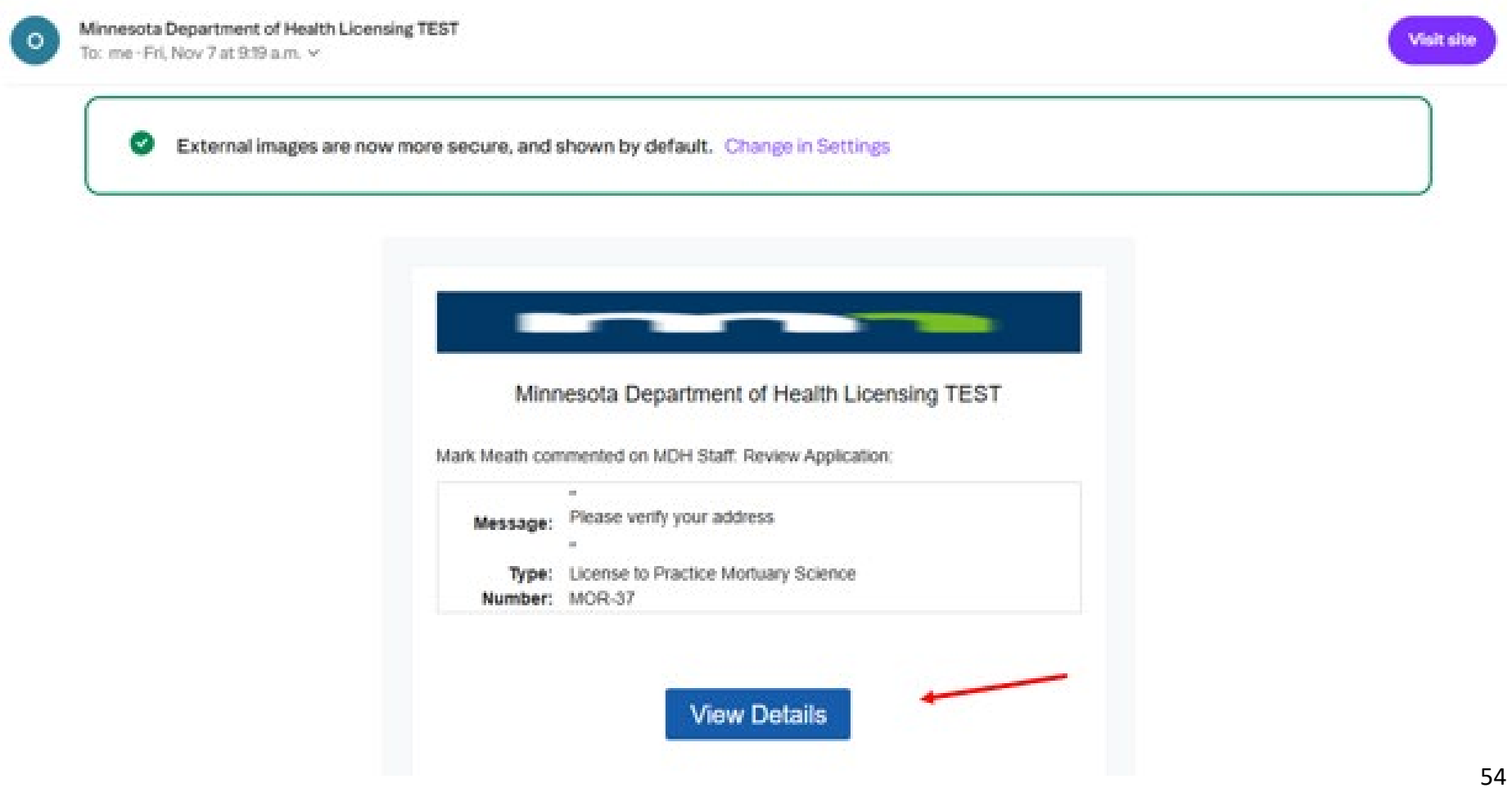
Communication Between MDH and Applicant (1/3)

- Applicant can send message here:



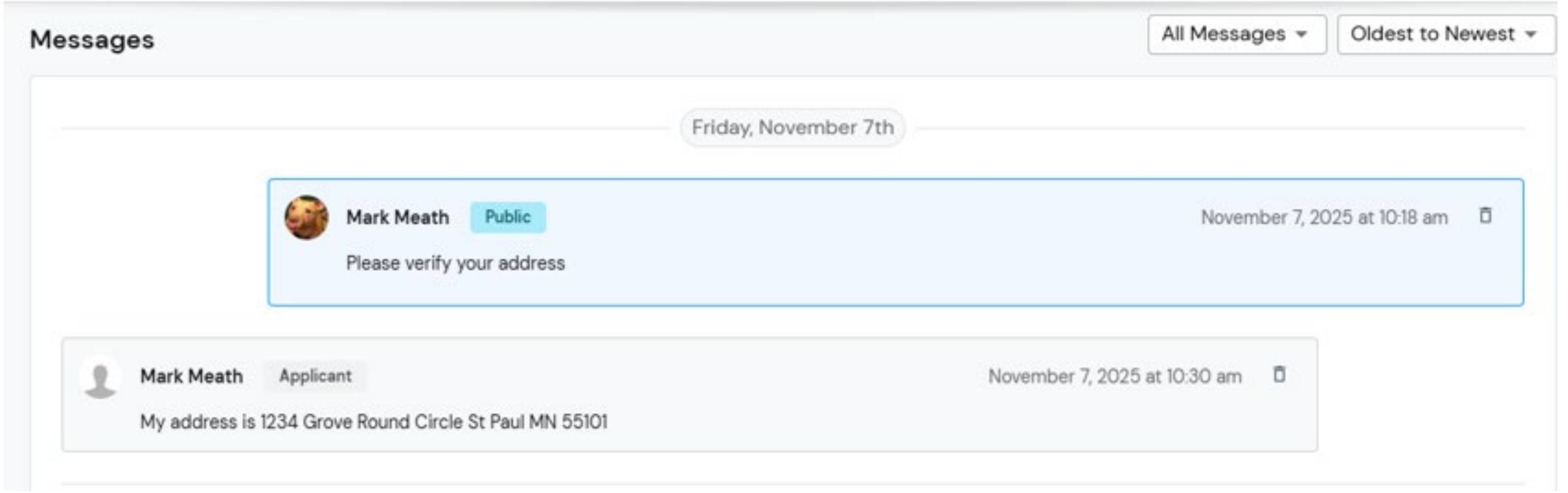
Communication Between MDH and Applicant (2/3)

- Applicant receives message via email:



Communication Between MDH and Applicant (3/3)

- Back to the MDH side where we can see applicants' response:



Resources (1/2)

Any questions, start with our home page: Mortuary Science (https://www.health.state.mn.us/facilities/providers/mortsci/index.html)

- Minnesota Department of Health Licensing System Help (https://editwww.web.health.state.mn.us/about/tools/licensingsite.html)
- Mortuary Science State and Federal Laws, Rules and Regulations (https://www.health.state.mn.us/facilities/providers/mortsci/regulate.html)
- Health Care Provider Lookup (https://www.health.state.mn.us/facilities/regulation/directory/providersearch.html)

Resources (2/2)

Mortuary Science Contact Information (https://www.health.state.mn.us/facilities/providers/mortsci/contact.html)

Minnesota Depart of Health

Health Regulation Division

Attn: Mortuary Science Section

P.O. Box 64882

St. Paul, Minnesota 55164-0882

Phone: 651-201-4200

Toll Free: 855-663-3078

Email: health.mortsci@state.mn.us

Live Demonstration: Account Creation, Claiming Your License Record, Renewing Your License

Mark Meath | LCR Supervisor

Questions?

Thank You!

Rachel Gacioch & Mark Meath

Health.MortSci@state.mn.us

651-201-4200