

## Frequently Asked Questions

### Missouri Continuing Education Program – Provider Related

Item	Category/Question	Answer
1.1	<b><u>Provider/Course Approval</u></b> I was an approved Provider and had approved courses through Missouri Department of Insurance. Will I need to be re-approved as a Provider and will my courses need to be re-approved under Pearson VUE?	No. All Providers and courses that were approved by the Missouri Department of Insurance will be converted into Pearson VUE's database. Your Provider and course number will be the same.
1.2	Will courses be approved by Pearson VUE?	On this website you will find the Continuing Education Provider Application for Course Approval form as well as general instructions. You should download these forms, complete them in their entirety and send to Pearson VUE at the address on the form with the appropriate fees.
1.3	How long does it take for a Continuing Education course to be approved?	You will receive notification from Pearson VUE within twenty-five (25) days of the date of your submission. You will be notified within fifteen (15) days when using the NAIC form.
1.4	How long does a Provider and/or course remain approved?	Providers and courses must be renewed one (1) year from the date of approval. You will receive a renewal notice from Pearson VUE approximately sixty (60) days prior to the expiration date. You must follow the instructions on the renewal letter and submit the renewal and appropriate fees by the date provided on the renewal form.
1.5	What is the process for becoming an approved Provider?	If you are a new Provider, submit your course for approval as described above. If your course is approved, you are also approved as a Provider.
1.6	What is the fee for course approval and renewal?	The course approval fee is \$50. The renewal fee is \$50.
1.7	Where should I mail the course approval forms?	By standard mail send to: <b>Pearson VUE</b> <i>Attn: MOCE</i> 62398 Collections Center Drive Chicago, IL 60693-0623
2.1	<b><u>Toll-Free Provider Support</u></b> Is there a Pearson VUE toll-free number that Providers can use to address concerns and resolve issues?	Providers should call 888-204-6258. <b>NOTE:</b> This is for CE Providers only, no test reservations or candidate issues are to be directed to this number.