

## Frequently Asked Questions Wisconsin Continuing Education Program- Provider Related

### Question Topics

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Item	Category / Question	Answer
1.1	<b><u>Provider Approval</u></b> How can I become a CE course provider in WI?	Provider/course approval applications are available on our Web site at <a href="http://www.pearsonvue.com">www.pearsonvue.com</a> . Click on “Find Continuing Education (CE) Services”, then “Wisconsin Insurance”, then “Publications and Forms.”
1.2	How long does it take to become an approved CE provider?	A decision on approval of a provider application will be issued no later than sixty (60) days following the receipt of the completed application and all required information and fees.
1.3	How much does it cost to become a new provider?	The new provider and the provider renewal fee is \$50, in the form of a company check or money order made payable to “Pearson VUE”. Technical Colleges and Universities are exempt from this fee.
1.4	What are the main responsibilities of an approved CE provider?	Providers are responsible for obtaining course approvals, offering courses, keeping attendance records (for 4 years), submitting provider renewal applications issuing certificates of completion, and transmitting accurate completed course data in the required electronic format to Sircon.
1.5	How long does a provider remain approved?	A provider approval expires on July 31 of the next even-numbered year after approval, and each provider is required to submit the provider renewal notice along with a fee of \$50 before July 1 of each even-numbered year thereafter.
2.1	<b><u>Course Approval</u></b> What is the fee for filing new/renewal course applications?	The cost is \$10 per credit hour for new courses and \$10 per credit hour up to \$40 for course renewals. The company check or money order must be made payable to “Pearson VUE”.
2.2	Where should I mail provider/course applications and other submissions?	All submissions containing fees must be mailed to: <b>Pearson VUE/WICE</b> 62398 Collections Center Drive Chicago, IL 60693-0623  All submissions that do not contain fees must be mailed to: <b>Pearson VUE/WICE</b> Three Bala Plaza West, Ste. 300 Bala Cynwyd, PA 19004
2.3	How long does it take to get a course approved?	A decision on approval of a course application will be issued no later than thirty (30) days following the receipt of the completed application and all other required information and fees.
2.4	How long does a course remain approved?	A course approval expires 2 years from date of approval. Course renewal notices will be sent 60 days before the re-approval date. Provider renewal notices are mailed to all providers in May of the even year.

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2.5	What is the maximum number of credit hours allowed for a course?	A course can be approved for a maximum of 24 credit hours. Each credit hour is equivalent to 50 minutes of classroom training. Courses are not approved for a portion of a credit hour. Our current review formula for self-study courses is 4500 words per credit hour.
2.6	Are self-study courses eligible for approval?	Correspondence, self-study, and on-line courses may be approved if they meet the criteria under s.Ins.28.06(6) and include successful completion of a certified proctored examination. The examination shall consist of a minimum of 25 questions for courses approved for 3 or less credit hours, and a minimum of 50 questions for courses approved for more than 3 credit hours. A passing score of 70% or greater is required. The examination questions must be submitted with the course approval application for review and approval. An approved proctor is an impartial, disinterested third party or currently licensed agent with no family or financial relationship to the student. The proctor shall verify the agent's identity and complete an affidavit supplied by the approved provider testifying that the agent received no outside assistance. Membership in a professional association/organization does not constitute a financial relationship.
2.7	What courses are not eligible for approval?	The law identifies examples of topics that do not qualify for approval: sales, motivation, prospecting, psychology, communication skills, supportive office skills, personnel management, recruiting, time management, repair procedures, cleaning techniques, agency management, and any other topic not related to the insurance industry.
2.8	Is Wisconsin a participant in the NAIC CE Reciprocity (CER) process?	Yes. You may either use Wisconsin forms or the NAIC CER form found at <a href="http://www.naic.org/urtt_cer.htm">http://www.naic.org/urtt_cer.htm</a> .
3.1	<b><u>Submission of Course Offerings</u></b> What are the requirements for posting course offerings?	A provider must submit to Sircon all course offerings at least 10 days prior to the date the course is scheduled. Failure to have the course offering entered will prevent the provider from being able to enter the course completion information.
3.2	<b><u>Roster Submission Process</u></b> What are the requirements for submitting completed course information?	A provider must submit to Sircon all completed course information using their Compliance Express procedure. A provider has 10 days from the date of the course's completion to submit course information. For assistance in banking courses, contact Pearson VUE at (800) 274-4743.
3.3	Is there a technical support hotline to assist with Sircon's Internet credit banking procedure?	For support, providers should call (517) 381-3860 or email your question to <a href="mailto:sircon@sircon.com">sircon@sircon.com</a> .
4.1	<b><u>Error Reporting</u></b> What can a provider do if missing, incomplete or erroneous data is realized?	Providers are responsible for correcting and resubmitting erroneous entries. Technical support is available to assist in this process at (517) 381-3860, or email <a href="mailto:sircon@sircon.com">sircon@sircon.com</a> .
5.1	<b><u>Audits</u></b> Can WI CE courses be evaluated by auditors?	WI does allow for the following types of audits: (1) announced visits, (2) unannounced visits, and (3) review of previously approved course materials. These audits are conducted on a continual basis randomly, at OCI's request, or in response to a complaint received. After an audit, you will be notified in writing of the outcome, and you will be advised in writing of any recommendations for improvement.
6.1	<b><u>Toll-Free Provider Support</u></b> Is there a Pearson VUE toll-free telephone number that provider's can use to address concerns and resolve issues?	Providers should call (800) 274-4743 with general questions.