

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

### Question Topics

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| <ol style="list-style-type: none"> <li>1. Provider Approval</li> <li>2. Course Approval</li> <li>3. Roster Submission Process</li> <li>4. Error Reporting</li> </ol> | <ol style="list-style-type: none"> <li>5. Audits</li> <li>6. Toll-Free Provider Support Number</li> <li>7. Educational Approval Board Contact</li> </ol> |
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Item	Category / Question	Answer
1.1	<b><u>Provider Approval</u></b> How can I become a Prelicensing 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> . Select Learn View Program Information"; select WI Insurance. Under PE-Provider select "PE Course Approval Application." Schools must obtain an approval or exemption from EAB (Educational Approval Board) prior to submitting your provider approval application. A copy of the actual document must be included at the time you file the application.
1.2	How long does it take to become an approved PL provider?	A decision on approval of a provider application will be issued no later than thirty (30) 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 PL provider?	Providers are responsible for obtaining course approvals, offering courses, keeping attendance records (for 3 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 August 30 of the next odd-numbered year after approval, and each provider is required to submit the provider renewal application along with \$50 before July 31 of each odd-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	Is an instructor form required to be submitted with a classroom course approval form?	Yes, if this document is not provided, it will delay the approval of your course.
2.3	Where should I mail provider/course applications and other submissions?	All submissions can be done on-line at <a href="http://www.sircon.com">www.sircon.com</a> or you may mail your submission to: <b>Pearson VUE</b> <i>Attn.: WI – CE</i> P.O. Box 8588 Philadelphia, PA 19101.  An arrangement can be made for time sensitive mail to be sent to: <b>Pearson VUE</b> <i>Attn.: WI – CE</i> Three Bala Plaza West, Suite 300 Bala Cynwyd, PA 19004.
2.4	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.
2.5	How long does a course remain approved?	A course approval expires 2 years from the date the course was approved. Course renewal notices will be sent 60 days before the re-approval date.

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2.6	What is the maximum number of credit hours allowed for a course?	A course must be submitted and approved for 12 hours identified in Chapter Ins 26 as Section B for each of the lines of Life, Accident & Health, Property, Casualty, or Personal Lines P&C. A separate course must be submitted and approved for 8 hours identified as Section A relating to Principles of Insurance, Wisconsin Insurance Laws, and Ethics. 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.
2.7	Are self-study courses eligible for approval?	Correspondence, self-study, on-line, and a combination of courses may be approved if they meet the criteria under s. Ins. 26.09 and include successful completion of a certified proctored examination. The examination shall consist of a minimum of 25 questions for section A and 50 questions each for Section B of each line of authority identified in ch. Ins 26, appendices 1 to 4. A passing score of 70% or greater is required on each examination.  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.
2.8	What courses are not eligible for approval?	All courses must be submitted exactly as prescribed in Chapter Ins 26, Appendices 1 through 4. There can be no variation in the course topics or timeframes prescribed by this rule.
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 Sircon at 517-381-3860.
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> .
3.4	<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 PL 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 providers can use to address concerns and resolve issues?	Providers should call (800) 274-4743 with general questions.
7.1	<b><u>WI Educational Approval Board</u></b> Who do I contact at the Educational Approval Board?	Contact: <b>Linda Heidtman</b> Approval Specialist 30 West Mifflin Street, 9 <sup>th</sup> Floor Madison, WI 53703 (608) 266-3705