



Wisconsin Office of the Commissioner of Insurance Continuing Education School and Courses

Provider Related Frequently Asked Questions

These frequently asked questions are presented for information purposes only. The intent is to help providers with frequently asked questions regarding the provider application and continuing education course approval.

Provider Approval

1.1 How can I become a CE course provider in Wisconsin?

An application must be submitted via SBS. A link to the application can be found at: <https://sbs.naic.org/solar-web/pages/public/ce/provider/providerApplication>. Complete and submit this form. If you require assistance using this site, please contact SBS at (816) 783-8990 or by email at sbshelp@naic.org.

1.2 How much does it cost to become a CE provider?

The CE provider fee is \$45. You will be invoiced for the Provider application fee of \$45. The fee represents an administrative expense and is therefore non-refundable. Do not send payment to Prometric. Wisconsin governmental bodies, such as universities and technical college shall be exempt from these fees.

1.3 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 thirty (30) days following the receipt of the completed application and all required information.

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, submitting course offerings, and promptly transmitting accurate completed course data in the required electronic format to SBS.

1.5 How long does a CE provider remain approved?

A CE provider approval expires two (2) years from the date of approval and each provider is required to renew online at <https://auth.naic.org/login> prior to your provider expiration date.

Course Approval

2.1 What is the fee for filing new/renewal course applications?

The cost is \$9 per credit hour for the initial course approval. Professional Designation Course applications are \$9 per credit hour, not to exceed 8 times the credit hour fee per course. The fee for course renewals is \$8.75 per hour; not to exceed \$35 for each course renewal. Submit and renew courses online at <https://auth.naic.org/login> and you will be invoiced for the fees. Do not send applications or fees to Prometric. The fee represents an administrative expense and is therefore not refundable.

2.2 How long does it take to get a course approved?

A decision on the 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.

2.3 How long does a course remain approved?

A course approval expires 2 years from the date of approval. Course renewal notices will be sent 60 days in advance of the course expiration date. You may renew all courses on-line at <https://auth.naic.org/login>. Do not send payment to Prometric.

2.4 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. Correspondence, self-study, and online courses require 4,500 words per credit hour. Courses are not approved for partial credit hours.

2.5 Are self-study courses eligible for approval?

Correspondence, self-study and on-line courses may be approved if they meet the criteria under Ins.28.06 (6), Wis. Adm. Code 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 hour, 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. Providers are responsible for collecting and retaining completed affidavits.

2.6 What courses are not eligible for approval?

Chapter Ins 28, Wis. Adm. Code (<http://oci.wi.gov/wisrules.htm>) 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.

2.7 Is Wisconsin a participant in the NAIC CE Reciprocity (CER) process?

Yes. You may either use Wisconsin forms or the NAIC form found at http://www.naic.org/documents/cer_form.doc.

Submission of Course Offerings and Roster Submission Process

3.1 What are the requirements for posting course offerings?

A provider must submit to SBS 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 What are the requirements for submitting completed course information?

A provider must submit to SBS all completed course information. A provider has 10 days from the date of the course's completion to submit course information. For assistance in banking courses, contact Prometric at 866-664-9505.

3.3 Is there technical support to assist with SBS's Internet credit banking procedure?

For support, providers should call SBS at (816) 783-8990 or email your question to sbshelp@naic.org.

Error Reporting

4.1 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 816-783-8990 or email sbshelp@naic.org.

Audits

5.1 Can Wisconsin Continuing Education courses be evaluated by auditors?

Wisconsin does allow for the following types of audits: (1) announced visits, (2) unannounced visits, and (3) review of previously approved course material. 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 of any recommendations for improvement.

Provider Support

6.1 Is there a Prometric toll-free telephone number or email that provider's can use to address concerns and resolve issues?

Providers should call 866-664-9505 with general questions or email Prometric at pro.ce-services@prometric.com.