

## Provider Related Frequently Asked Questions

### Continuing Education

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://www.statebasedsystems.com/solar/service\\_org.html#sbsProvider](https://www.statebasedsystems.com/solar/service_org.html#sbsProvider). 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](mailto:sbshelp@naic.org).

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

The CE provider fee is \$45. You will be charged for at time of submission. 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?**

Upon successful completion of the provider application, Prometric will issue an application approval no later than 60 days following the receipt of the completed application per s. [Ins. 28.06 \(4\), Wis. Adm. Code](#)

##### **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?**

Continuing education providers renew July 31st of the next even numbered year after their license approval date per s. [Ins 28.06 \(4\), Wis. Adm. Code](#).

#### **Course Requirements and Regulations**

##### **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 via your SBS account. You will be charged at time of submission. 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?**

Course approval decisions will be issued no later than 30 days following receipt of the completed application and all required information per s. [Ins 28.06 \(5\) \(a\), Wis. Adm. Code](#).

##### **2.3 How long does a course remain approved?**

Continuing education courses renew every 2 years from the date the course was approved per s. [Ins 28.06 \(5\) \(a\), Wis. Adm. Code](#).

##### **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. Refer to the Provider Information Packet for more detailed information.

### **2.6 What courses are not eligible for approval?**

[Section Ins 28.06 \(6\) \(b\), Wis. Admin. Code](#) identifies examples of topics that do not qualify for approval such as 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 refer to the Provider Information Handbook for information.

## **Course Offerings and Rosters**

### **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.

### **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](mailto: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](mailto:sbshelp@naic.org). If providers are past the 10 day limit, you may submit a written request to OCI at [ociagentlicensing@wisconsin.gov](mailto:ociagentlicensing@wisconsin.gov). The email should include all information required to submit a course completion along with an explanation describing the circumstances.

## **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.