

# Missouri Department of Insurance

## Continuing Education Provider-Related

### FREQUENTLY ASKED QUESTIONS

**1. How can I become a CE course provider in Missouri?**

Log onto [www.sircon.com](http://www.sircon.com), select *Education Providers*. Select Online Education Provider Agreement. Complete this form and select submit.

Your Provider account will be setup within 2-3 business days, after which you will be emailed a password and directions for using the site. Once approved as a CE Provider, submit your course application online at [www.sircon.com](http://www.sircon.com).

If you require assistance using this site, please contact Sircon at (877) 876-4450. There is no fee to become a provider in Missouri.

**2. How long does it take for a Continuing Education course to be approved?**

You will receive notification by email 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.

**3. How long does a Provider and/or course remain approved?**

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 by the date provided at [www.sircon.com](http://www.sircon.com). Providers do not have an expiration date.

**4. What is the fee for course approval and renewal?**

The course approval fee is \$50. The renewal fee is \$50. There are no refunds/credit given. Sircon will invoice you for all fees.

**5. Is Missouri a participant in the NAIC CE Reciprocity (CER) process?**

Yes. You may use the NAIC CER form found at [http://www.naic.org/documents/committees\\_ex\\_pltf\\_plwg\\_cer\\_form.doc](http://www.naic.org/documents/committees_ex_pltf_plwg_cer_form.doc) and include it with the home state approval letter and a timed outline.

**6. Is a proctor required for self-study courses?**

No. MO CE regulations were changed effective Sept 30, 2016. The regulation states that for self-study courses the individual must pass an exam. The regulation no longer states that it must be proctored. For more information go to <http://www.sos.mo.gov/cmsimages/adrules/csr/current/20csr/20c700-3.pdf>.

**7. Whom should a provider contact with questions about the monthly invoice?**

Contact Vertafore directly at 517-381-3860. Do not contact Pearson VUE with questions about an invoice.

**8. Is there Instructor approval in MO?**

No. Your only requirement is to submit a resume/bio with your course application therefore you will not receive an approval letter for an Instructor you have submitted. Additional Instructors can be sent to [ce\\_providers@pearson.com](mailto:ce_providers@pearson.com) by including your Provider ID and course number.

**9. What are the Webinar guidelines?**

**COURSE GUIDELINES FOR CLASSROOM WEBINAR/WEBCAST DELIVERY**

**Adopted by the Producer Licensing (EX) Working Group Apr. 27, 2014**

- These guidelines are intended to apply to courses conducted and viewed in real time (live) in all locations and are not intended to apply when courses have been recorded and are viewed at a later time or to other online courses.
- Each student will be required to log in to the webinar using a distinct username, password and/or email. Students that view webinars in group settings which is two or more individuals should alternatively verify their participation in the form of sign-in and sign-out sheets submitted by a monitor with an attestation or verification code.
- The provider will verify the identity and license number, or National Producer Number (NPN), of all students.
- A provider representative, using computer-based attendance-monitoring technology, must monitor attendance throughout the course.
- The provider must have a process to determine when a participant is inactive or not fully participating, such as when the screen is minimized, or the participant does not answer the polling questions and/or verification codes.
- For webinars not given in a group setting, no less than two polling questions and/or attendance verification codes must be asked, with appropriate response provided, at unannounced intervals during each one-hour webinar session to determine participant attentiveness.
- The provider will maintain an electronic roster to include records for each participant's log-in/log-out times. If required by states chat history and polling responses should be captured as part of the electronic record.
- When a student is deemed inactive or not fully participating in the course by the course monitor of failure to enter appropriate polling question response or verification codes, continuing education (CE) credit is denied.
- All students and the instructor do not need to be in the same location.
- Students in all locations must be able to interact in real time with the instructor. Students should be able to submit questions or comments at any point during the webinar session.
- The course pace must be set by the instructor and does not allow for independent completion.
- Instruction time is considered the amount of time devoted to the actual course instruction and does not include breaks, lunch, dinner or introductions of speakers.
- One credit will be awarded for each 50 minutes of webinar/webcast instruction, and the minimum number of credits that will be awarded for webinar/webcast courses is one credit.
- The provider must have a procedure that informs each student in advance of course participation requirements and consequences for failing to actively participate in the course.
- A comprehensive final examination is not required.

**10. Is there a Pearson VUE toll-free number that Providers can use to address concerns and resolve issues?**

Providers should call 888-204-6258 or email [ce\\_providers@pearson.com](mailto:ce_providers@pearson.com).

**NOTE:** This is for CE Providers only, no test reservations or candidate issues are to be directed to this number.

**11. Is Course Offering Notification required?**

No, you are not required to notify Pearson VUE or the state of your course offering.

**12. Do I have to report credits within a certain time.**

Yes, you are required to submit your class rosters electronically within 30 days.

**13. Where do Providers report credits?**

Please submit your class rosters in the appropriate format through the NAIC's State-Based System at <https://www.statebasedsystems.com/solar/index.html>. Your office must also maintain the list of those individuals completing our approved CE courses in your files for four years. New providers must contact the State-Based System (SBS) directly at (816) 783-8990 for a user ID.

**14. Is there a charge to report credits?**

Yes, there is a charge of \$1.00 per credit hour. This fee will be payable via credit card at the time you post the credits. The fee will cover the cost of a printable report to confirm credits you have posted.

**15. Is there a unique certificate of course completion that I need to use?**

The Continuing Education Certificates of Course Completion shall be completed by the provider and given to each individual upon completion of the course.

The form may be found at <http://www.insurance.mo.gov/industry/forms/375-0092.pdf> for Insurance Producers or at <http://www.insurance.mo.gov/industry/forms/375-0106.pdf> for Bail Bond/General Bail Bond/Surety Recovery Agents.

You may also create your own certificate of course completion as long as the certificate includes provider name, approved provider number, course title, course approval number, course completion date, type of CEC hours and number of CEC hours earned.

**16. Are digital signatures accepted?**

Digital signatures are approved as long as they have a time stamp on it such as a docuSign signature. Typed or copy and pasted signatures are not acceptable. If the agent cannot complete with a digital signature, the agent can sign with a real signature.