Vertafore™
Unleash your potential

PROMETRIC™

Office of the Commissioner of Insurance
Prometric
Vertafore

Industry Day
January 9, 2015

Agenda

- Introduction
- Test Development and Delivery Solution
- Education Information /New Fees
- Discussion on Licensing and Education

Break

- Defining the roles of Prometric and Vertafore
- Vertafore Continuing Education Support
- Electronic services review and demonstration
- Wrap-up

Introductions

Office of the Commissioner of Insurance (OCI)

- Nitza Pfaff – Agent Licensing Supervisor

Prometric

- Laurie Sadowski – Manager, Insurance and Continuing Education
- Bobby Corrigan – Test Developer, Test Development Solutions
- Ashley White – Test Developer, Test Development Solutions

Vertafore

- Mac Greer – State Support Analyst
- Jason Cousino – Manager, Product Support

Who is Prometric – The Basics

- Wholly-owned subsidiary of Educational Testing Service (ETS)

- Computer-based testing industry leader since early 1990's and Insurance Licensure and CE provider since 1990

- Prometric Today . . .
  - Servicing 450 clients around the world
  - 17 State Insurance and CE Programs – AZ, CT, KY, LA, MA, MD, NE, NC, NH, NY, OH, PA, SC, SD, VT, WI, WV
  - Regulatory and Licensure - FINRA, AICPA, AICPCU, NBME, Praxis …
  - Education and Certification - GRE, TOEFL, PMI, GBCI, AICPCU, LOMA
    - Prometric presence
  - 179 countries around the world
  - All 50 states plus District of Columbia, Puerto Rico, USVI and Guam
  - 2,500 employees globally
    - Over 8,000 exams delivered daily, >8,000,000 annually
    - Able to provide end to end services through a full range of test development and psychometrics services

Prometric – Purpose

Vision

- Recognized as a performance leader by:
  - Using technology in conjunction with consulting with our clients
  - Developing and delivering reliable and valid exams
  - Assessing candidates knowledge, skills and abilities
- We will provide multiple test-related services that:
  - Enhance the candidate experience
  - Deliver faster turnaround times
  - Offer these services at the lowest possible cost

Mission Statement

- To constantly improve technologies, systems and process
- To drive better, faster and more cost-effective test development and delivery for our clients and their candidates with zero defects
- To transform the candidate experience by operating in ways that ensure the best possible testing experience to every candidate in every way, every day
- To hold steadfast to our daily code of conduct by always acting with integrity and achieving excellence in all aspects of our jobs

The Prometric Advantage

- **Insurance Exams –** From July 1, 2014 through December 31, 2014, Prometric delivered 77,474 insurance exams. Of that total 5,684 exams have been for Wisconsin.

- **Consistent Course Evaluations –** In 2014, Prometric reviewed over 10,881 continuing education course applications. Of this number 479 have been specifically for the state of Wisconsin.

- **Testing Network –** 90% of the US population live within 50 miles of a Prometric test center. Including 6 testing sites in WI as well as six in the surrounding states.

- **Technical and Operational Competence -** Prometric has world-class capabilities to collaboratively achieve success.
  - 99.99% success system uptime rate
  - 99.66% success rate in launching exams within 24 hours

- **Insurance Knowledge and Experience –**
  - Prometric has 25 years developing and delivering insurance exams
  - The account team has over 50 years experience in the insurance industry holding numerous designations (FLMI, ACS, AIRC, ARA, AIAA)
  - Prometric participates in industry conferences such as E-Reg, NAIC, CLEAR, ATP, ICE and SILA as well as provides leadership on several committees
  - Prometric staff have worked with major insurance companies within HR, sales and compliance and are well-versed in the insurance arena.

Exam Review Workshop (ERW)

Exam Development / Review
- Review content for each insurance examination, (Jan. 6-8, 2015)
  - Content that was flagged for review
    - A sample of our bank was reviewed earlier in the year. Items were flagged for appropriateness
    - Rejected content was re-reviewed and modified
  - Content with flagged statistics
    - Annual statistics review with items that were
      - Too difficult
      - Too easy
      - Equivocal discrimination
  - New content
    - Items not seen by Wisconsin that we have in our bank
    - New items that have not been used in other states
  - Verify and approve Content Outlines by SME
    - Release new exam forms – target date of April 1, 2015

Education Information/New Fees

- Administrator of Pre-licensing and Continuing Education Program

  - Approve or deny provider or course on behalf of the Office of the Commissioner of Insurance

  - Have a team of knowledgeable individuals dedicated to provide customer service and assist providers and agents with any questions

  - Set-up website unique to Wisconsin, www.prometric.com/wisconsin
    - Frequently Asked Questions
    - Provider CE Information Package
    - Wisconsin Licensing Handbook
    - Pre-licensing Provider and Course Application
    - Instructor Approval Request Form

Education Information/New Fees

- CE Provider Approval
  - Application should be made through Vertafore at www.sircon.com
  - Application reviewed within 30 days
  - The provider approval expires on July 31 of the even numbered year after approval
    - Renewals must be completed online at www.sircon.com

- CE Course Approval
  - Course application is reviewed within 30 days
  - Course approval expires every 2 years at the end of the month the course was approved
  - Self-study/correspondence and online courses require 4,500 words per credit hour.
    - Must include a certified proctor exam
    - Exam must have a minimum of 25 questions for 3 CE hours or 50 questions for courses greater than 3 hours
  - Credit hour is 50 minutes in length

Education Information/New Fees

- List of course topics that do not qualify for approval:

  - Sales
  - Motivation
  - Prospecting
  - Communication skills
  - Personnel management
  - Repair procedures
  - Cleaning techniques
  - Agency management
  - A topic not related to the insurance industry.

Provider's Process

	Pre-licensing Education	Continuing Education
Application Approval	A provider application approval must be made no later than 60 days following the receipt of the completed application and all information required. A course approval must be made no later than 30 days following the receipt of the completed application.	An application approval must be made no later than 60 days following the receipt of the completed application and all information required. A course approval must be made no later than 30 days following the receipt of the completed application.
Renewal	Each school/course renews on August 30th each odd numbered year after approval.	Provider renews on July 31st of each even numbered year after approval. Course renews at the end of the month after 2 years from the date the course was approved. **Note:** a course may only be renewed if it has not substantially changed since it was originally approved.

Provider Fees

	Pre-licensing Education	Continuing Education
Initial Provider Application	$45.00 WI Government, WI University and Technical Colleges are exempt from these fees.	$45.00 WI Government, WI University and Technical Colleges are exempt from these fees.
Provider Renewal	$45.00 WI Government, WI University and Technical Colleges are exempt from these fees.	$45.00 WI Government, WI University and Technical Colleges are exempt from these fees.

Course Fees

	Pre-licensing Education	Continuing Education
Initial Course Approval	$9.00 per credit hour	$9.00 per credit hour $9.00 per credit hour for Professional Designation courses: not to exceed 8 times the credit hour fee per course.
Course Renewal	$8.75 per credit hour ($35 maximum)	$8.75 per credit hour ($35 maximum)

Licensing and Education Discussion

- Overview of Wisconsin Agent Licensing Population

- Pre-licensing and Score Report Data Analysis

- Continuing Education Program Overview

- NAIC Producer Licensing Working Group Update

- Wisconsin Provider/Course Audit

WI Agent Licensing Population

Age of Resident Agents As of 12/31/2014
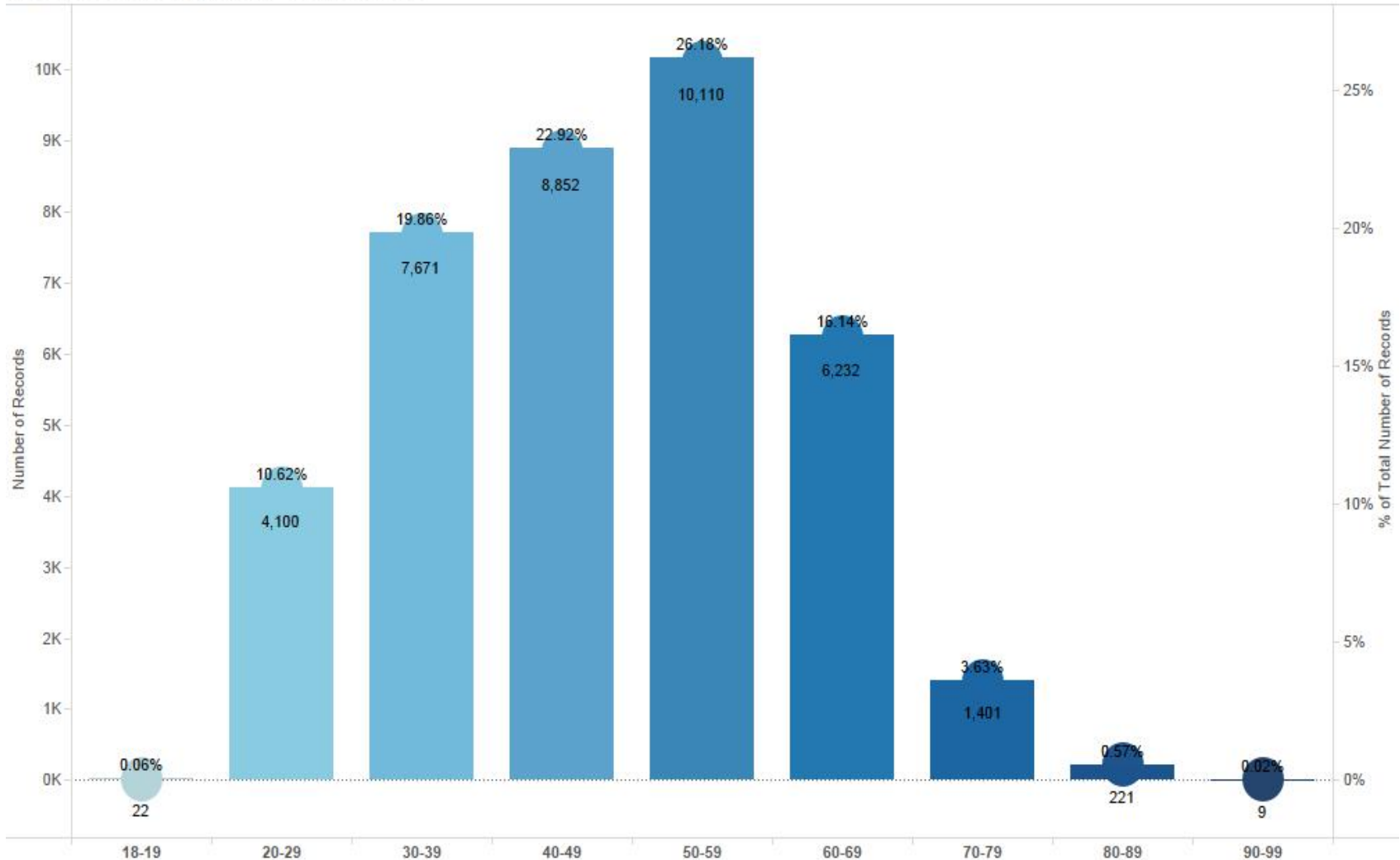
WI Agent Licensing Population

Average Age by License Type As of 12/31/2014
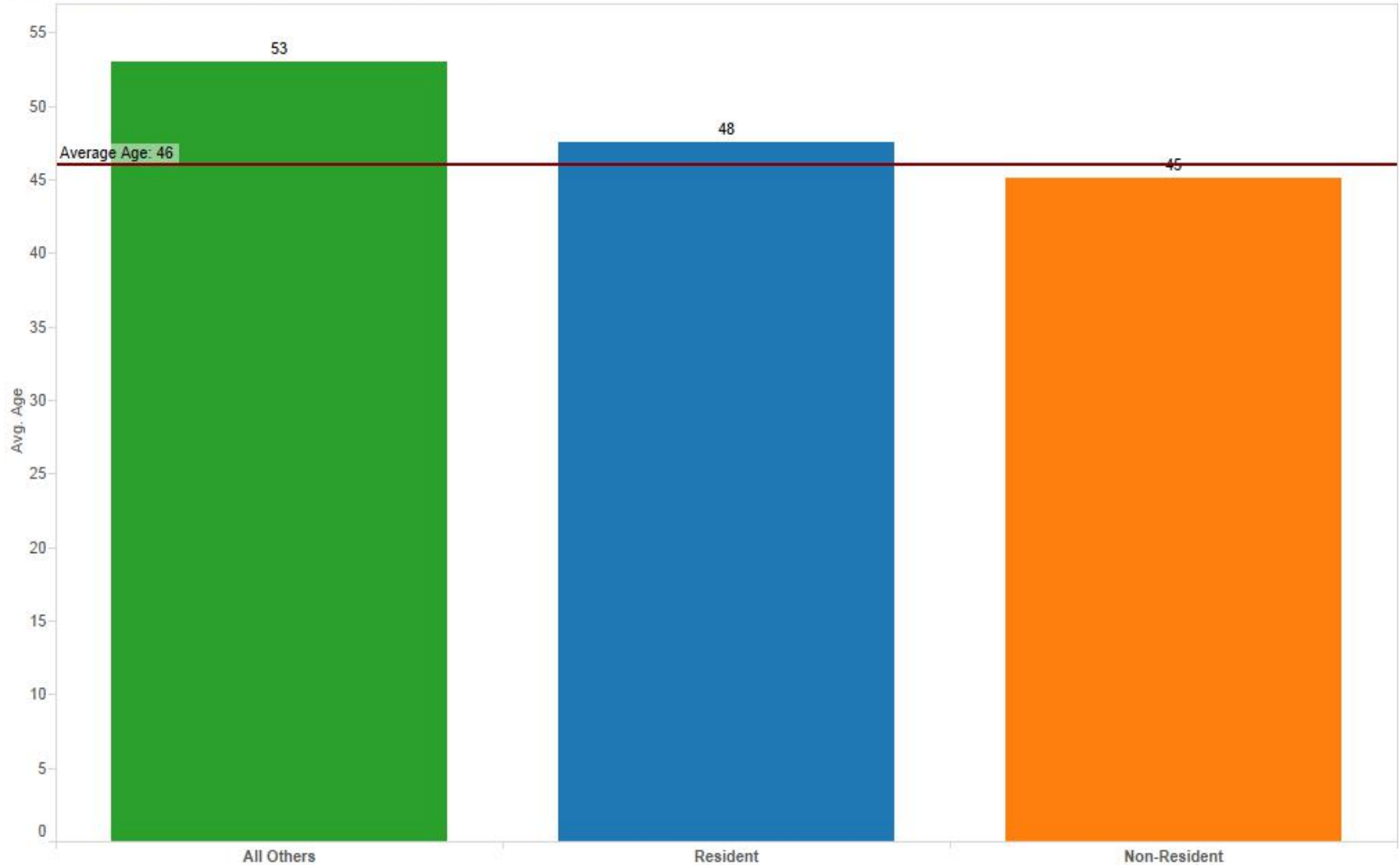
WI Agent Licensing Population

Resident Agents Years of Experience As of 12/31/2014
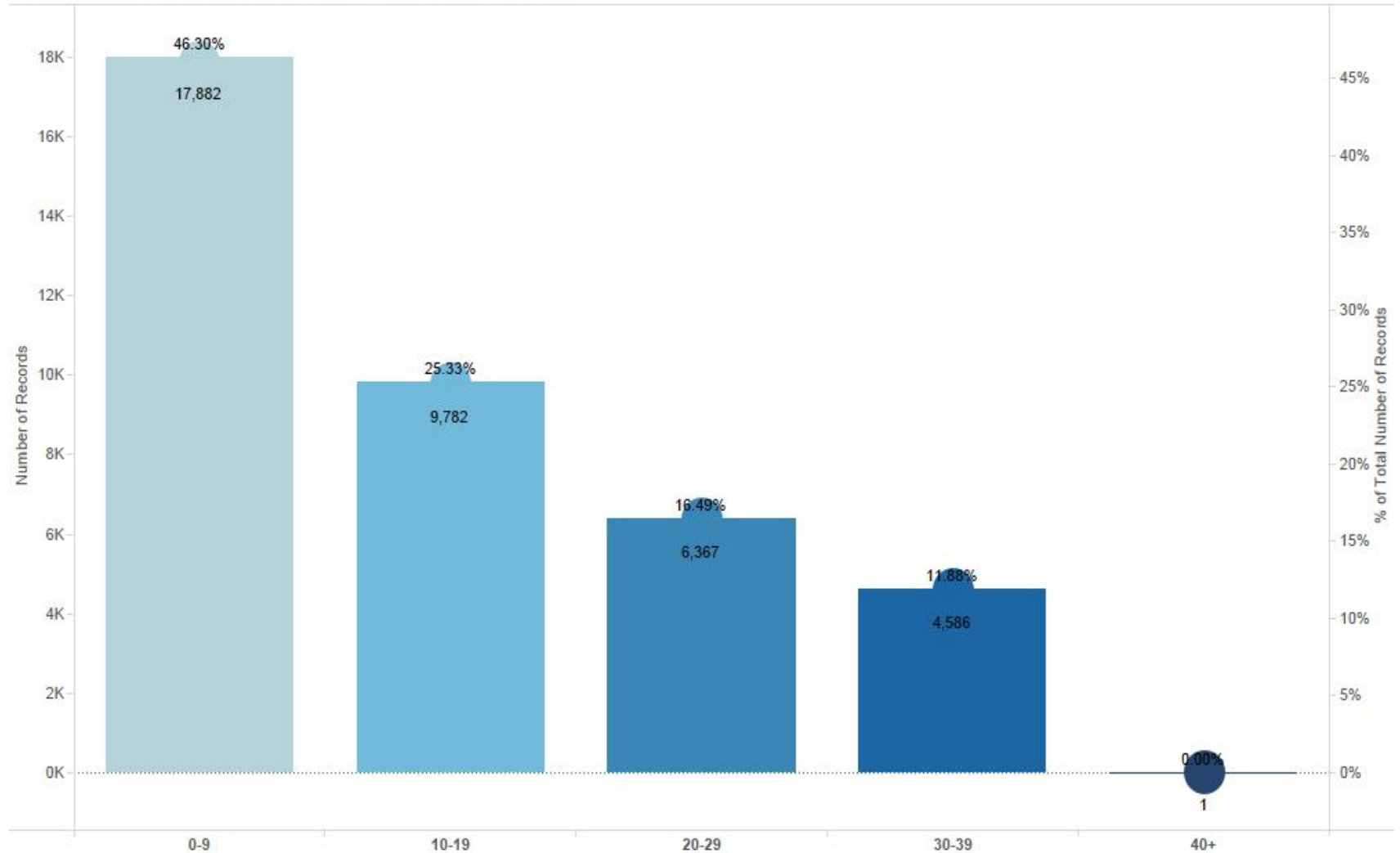
WI Agent Licensing Population

Licenses by Type of License As of 12/31/2014
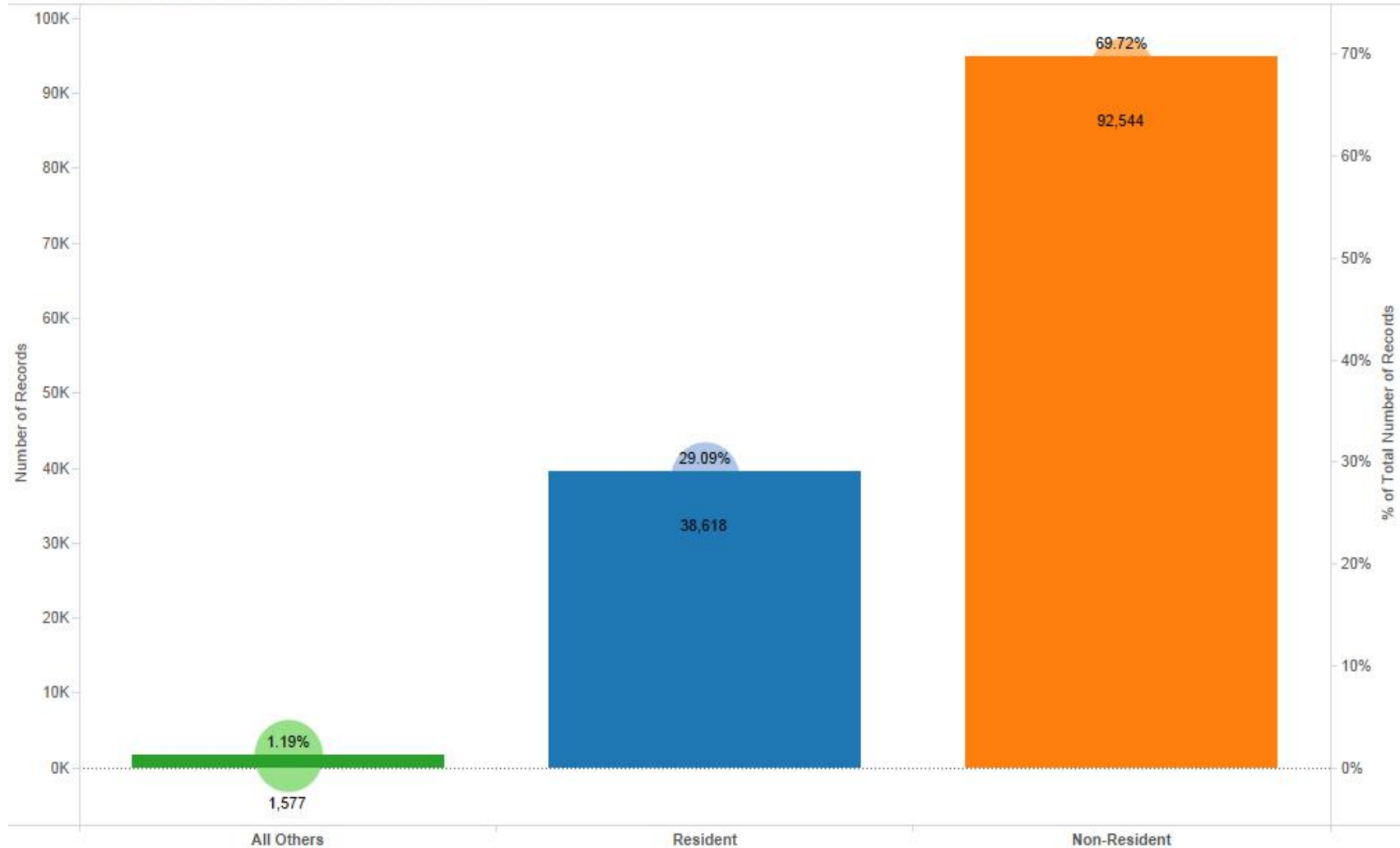
WI Agent Licensing Population

Licenses Issued by Year and License Type

WI Agent Licensing Population

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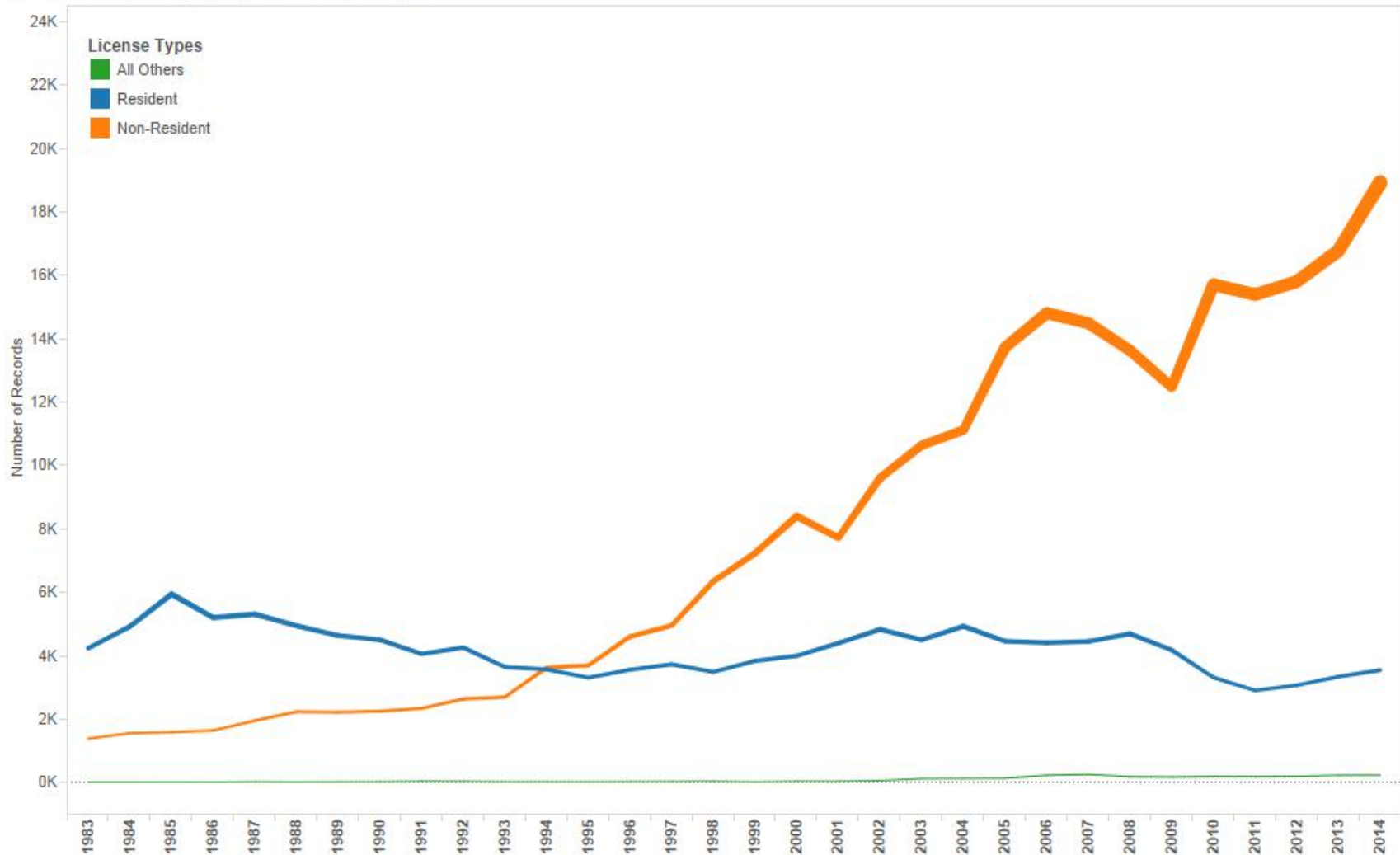
Number of Resident Licenses Issued
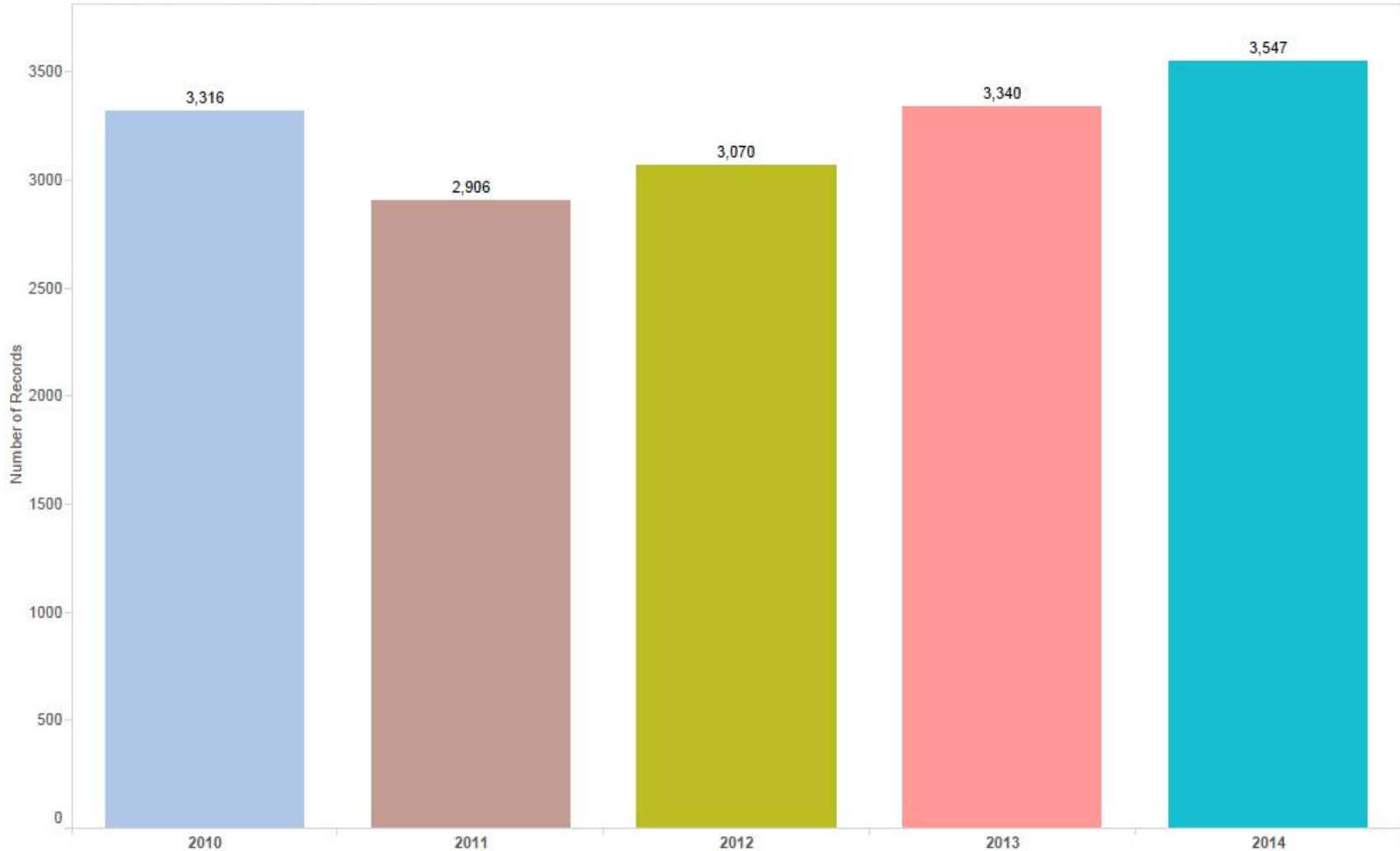
WI Agent Licensing Population

Average Number of Years An Individual Holds a License As of 12/31/2014
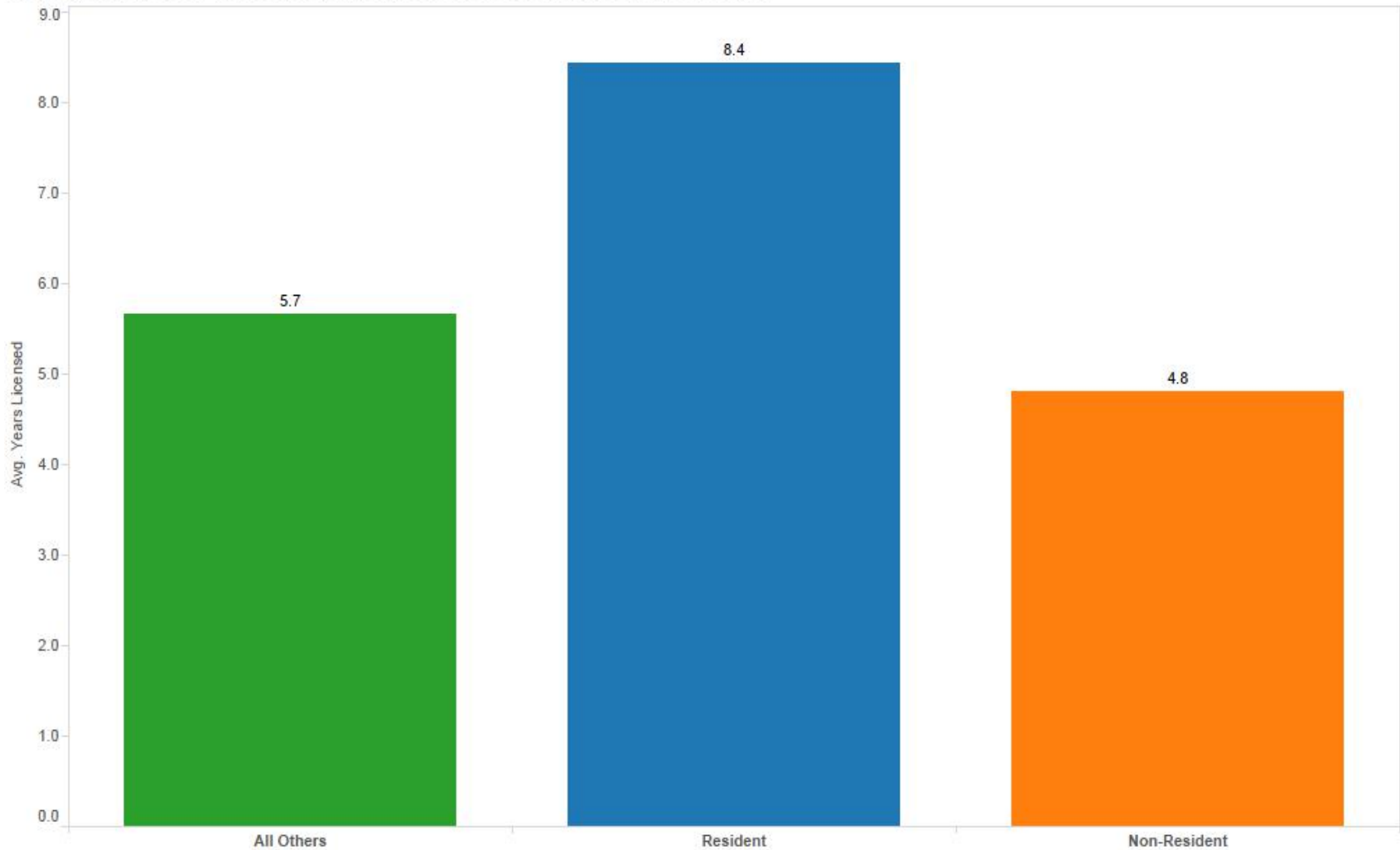
WI Agent Licensing Population

License Qualifications As of 12/31/2014
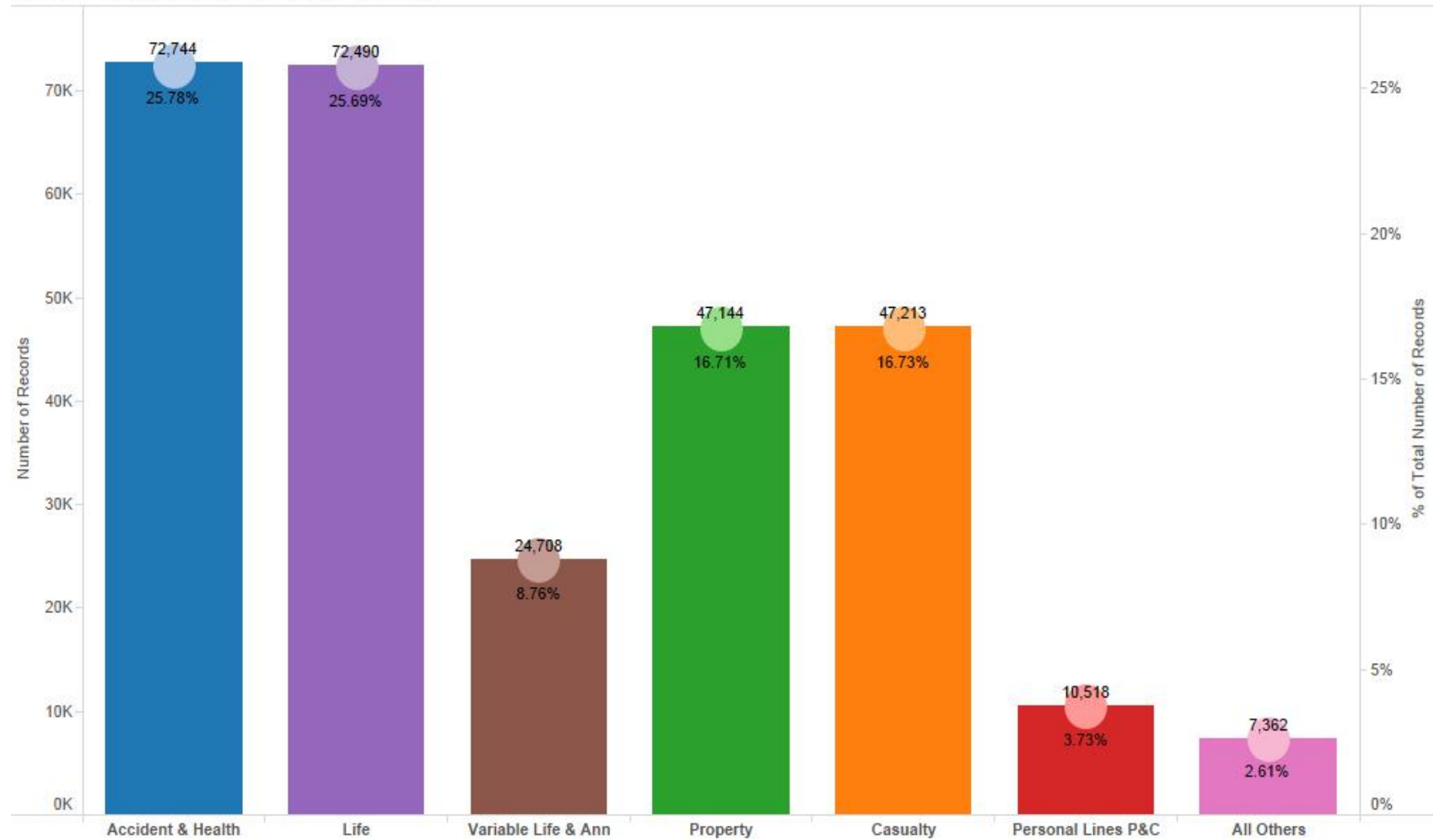
Pre-licensing and Score Report Data

2014 Pre-licensing Provider Counts by PE Course Type
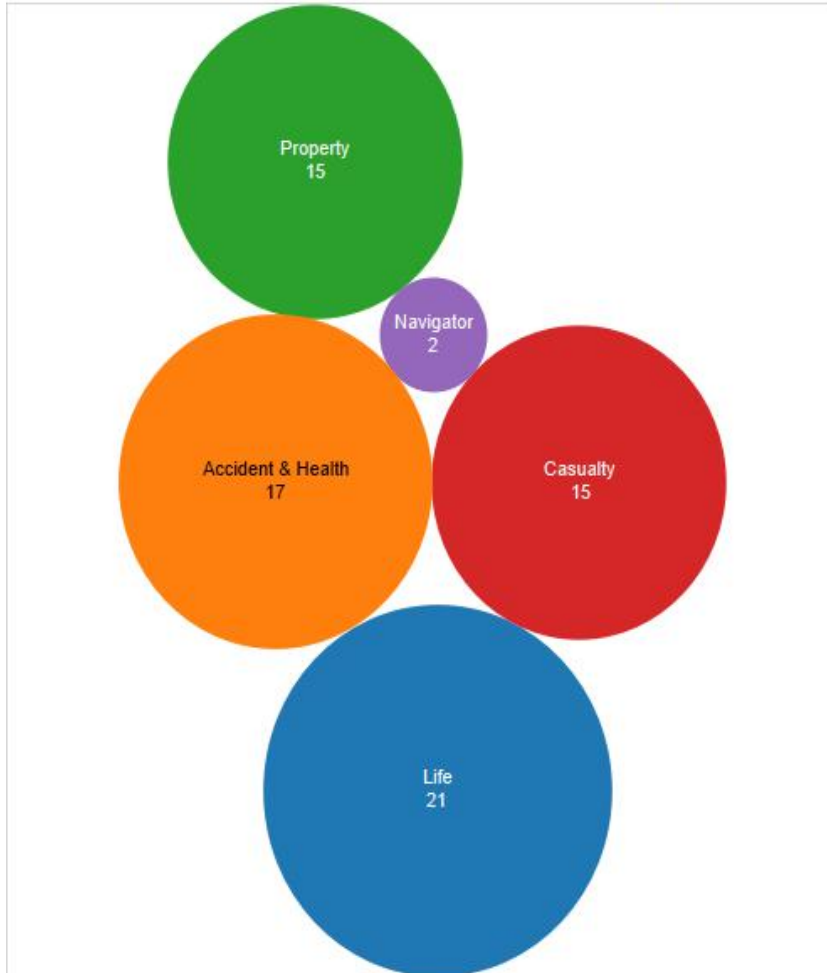
2014 Pre-licensing Course Completions
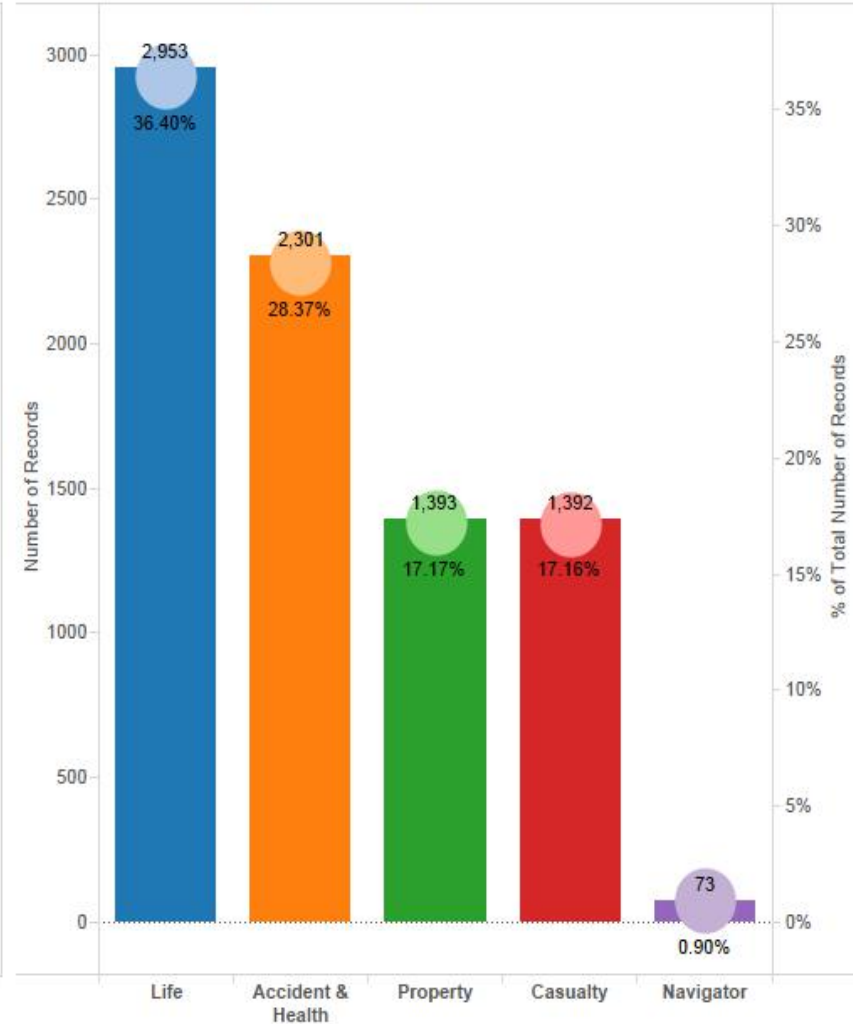
Pre-licensing and Score Report Data

Exams by Exam Code and Pre-licensing Instruction Method
(Sample 07-01-2014 thru 12-31-204)
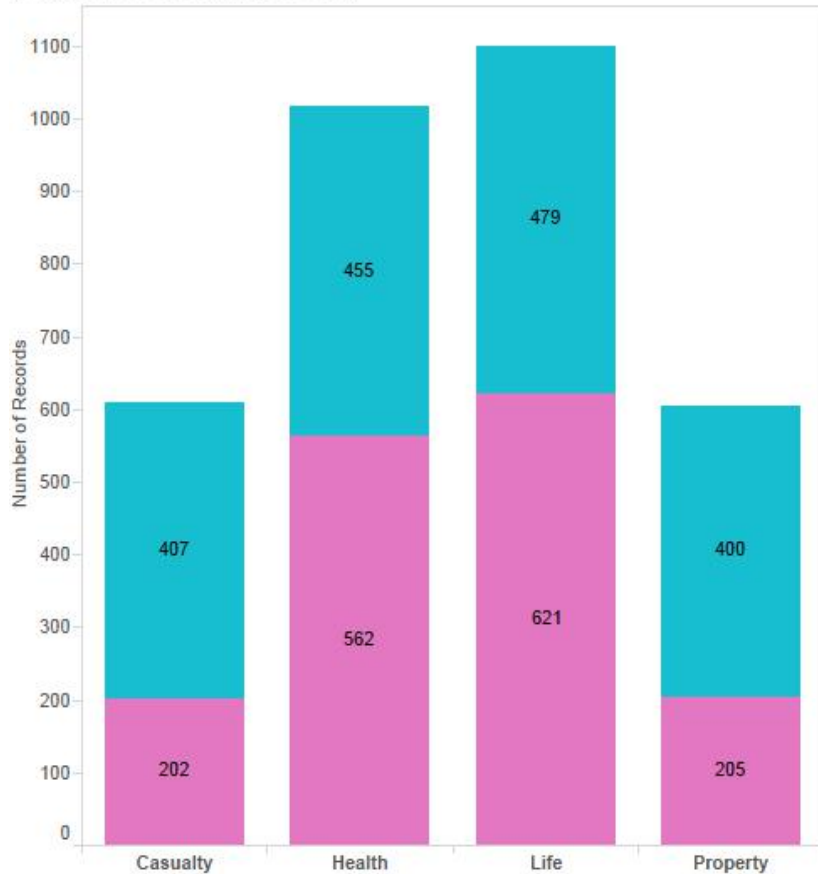
Exams by Exam Code and Pre-licensing Instruction Method
(Sample 07-01-2014 thru 12-31-204)
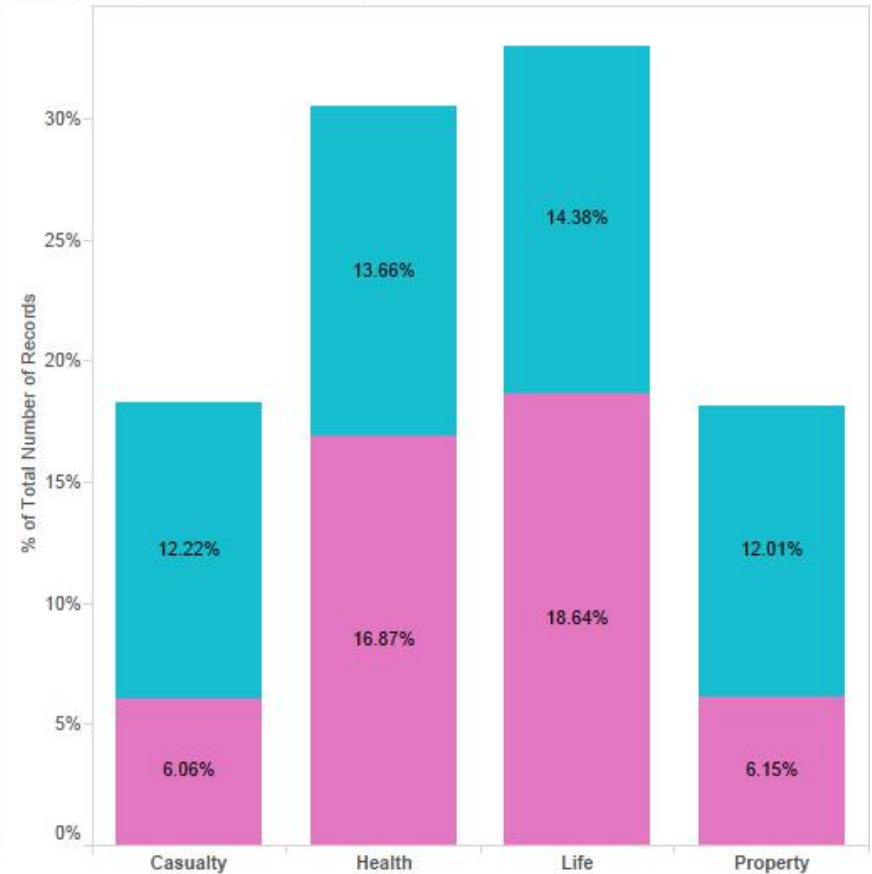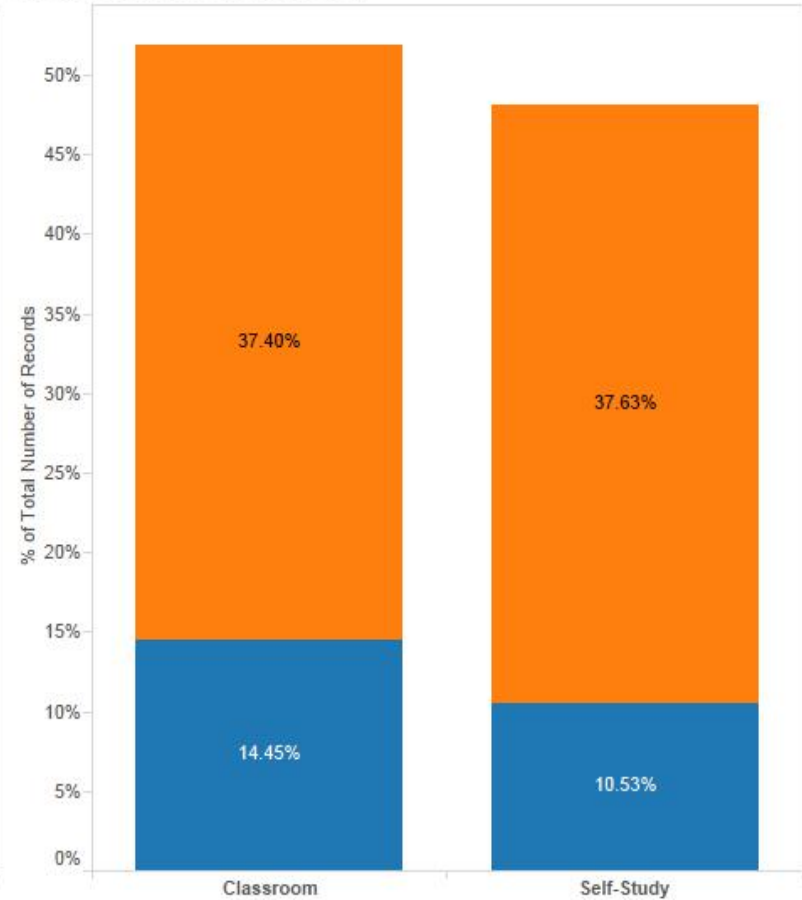
Instruction Method
Classroom
Self-Study

Pre-licensing and Score Report Data

Examination By Pass/Fail By Instruction Method
(Sample 07-01-2014 thru 12-31-204)
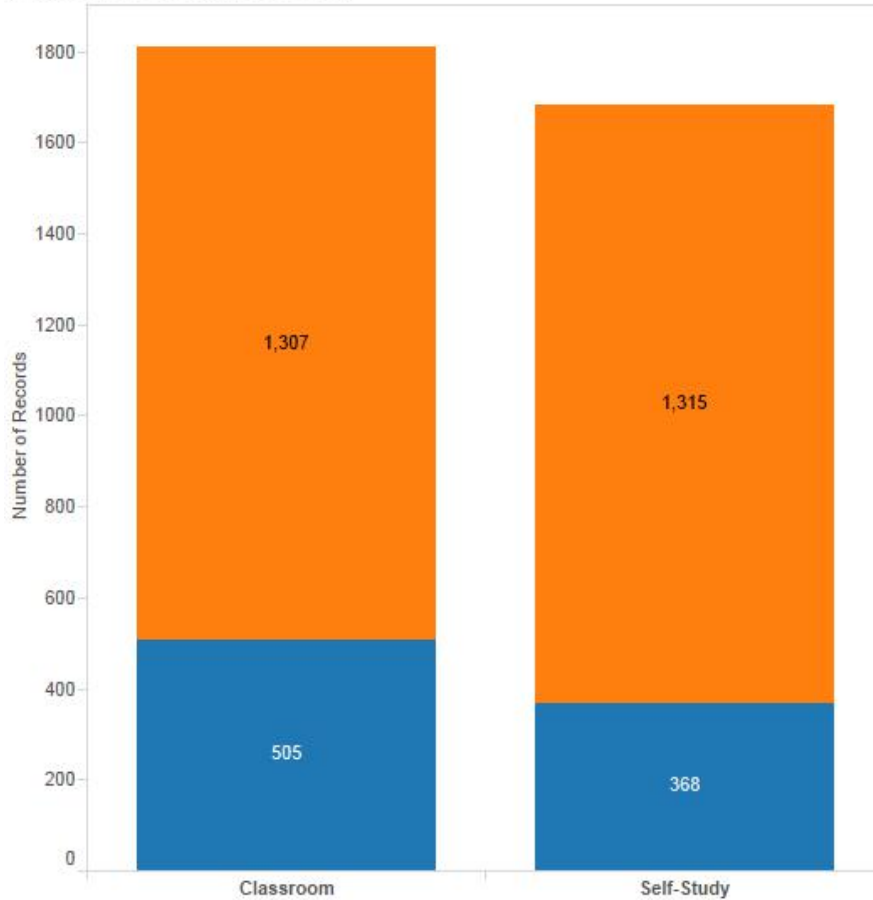
Examination By Pass/Fail By Instruction Method
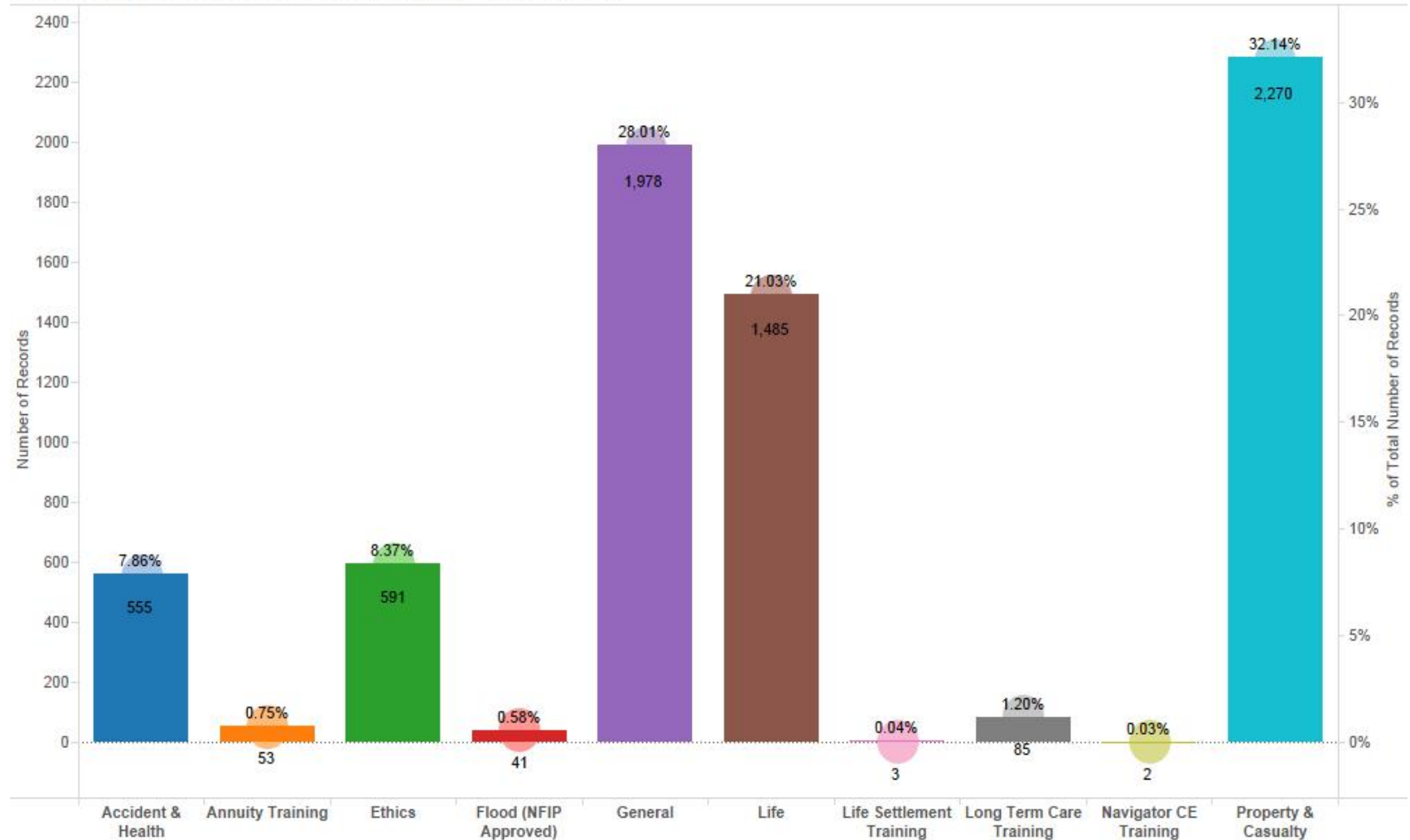(Sample 07-01-2014 thru 12-31-204)
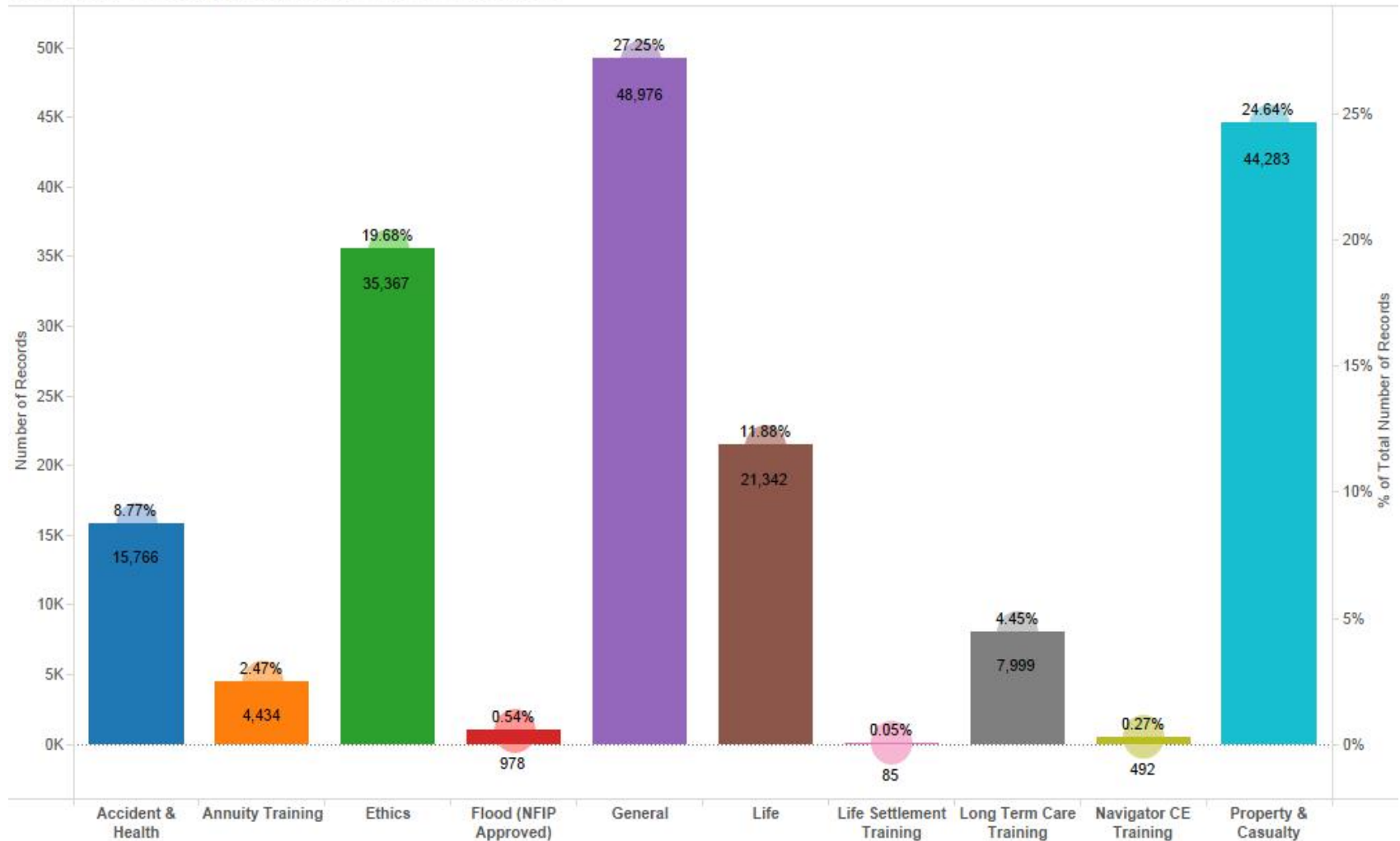
Continuing Education Program

Continuing Education Course By Category as of 12/31/2014

Continuing Education Program

2013-2014 Continuing Education Course Completions

NAIC Producer Licensing Working Group

- Monitor the implementation of the Uniform Licensing Standards for best practices in examination development and delivery of education materials for pre-licensing education to ensure the timely review and updates of exam materials to test the qualifications for an entry-level position as an agent.

- Continue to provide oversight and ongoing updates, as needed, to the State Licensing Handbook.

- Provide updated reciprocity guidelines and ongoing maintenance and review of uniform application forms for continuing education providers and the state review and approval of courses.

- Monitor and assess the state implementation of the Uniform Producer Licensing Standards that are included in NAIC model acts, regulations and/or standards.

- **National Association of Registered Agents and Brokers Reform Act (NARAB II)** – legislation to streamline the nonresident producer licensing process but preserve the states' ability to protect consumers.

Wisconsin Provider/Course Audit

- Prometric will lead the audit process

- Applies to all providers and course types

- The method and timing of the reviews will be determined by OCI

- Factors that could trigger an investigation:
  - Complaints
  - Failure to comply with requirements pursuant to Chapter 26 and 28, Wis. Adm. Code

Scope of the Audit

- Notify the provider in writing
- Require the provider to make available for audit any of its accounts, records and/or documents
- Include review of course outlines and content
- The provider will receive written notification of findings
- Request corrective action plan
- After the provider has been notified of any deficiency, failure to correct the deficiency will automatically void the course approval for any course held after notice.

Defining the Roles of Prometric and Vertafore

Program Administrator

- Prometric
  - Administers insurance exams

  - Approves and disapproves CE and PE providers, courses and instructors based on guidelines from OCI

  - Ensures compliance with program standards, policies and procedures on behalf of OCI

  - Conducts classroom and online course audits and report findings to the OCI

  - Consults with OCI to develop, publish and distribute insurance education program publications, notices and printed correspondence

  - Point of contact for all insurance education communications through letters, e-mail, toll-free phone numbers and the Web site

Technology Provider

- Vertafore

  ▪ Provides the systems solution for the insurance CE program

  ▪ Maintains an integrated database that tracks all insurance PE/CE information for intermediaries, navigators and providers

  ▪ Enables providers and licensees the ability to process transactions electronically through Vertafore's Compliance Express – www.sircon.com

  ▪ Questions regarding the services available on Compliance Express should be directed to Vertafore

Customer Support

Need technical assistance. How do I contact Vertafore?

- Telephone: (517) 381-3860
- E-mail: sircon@sircon.com

Questions about the PE/CE program. How do I contact Prometric?

Prometric

7941 Corporate Drive
Nottingham, MD 21236

PE/CE Questions: (866) 664-9505

E-mail: pro.ce-services@prometric.com

Insurance Examination Questions: (866) 370-3411

- Prometric insurance exam bulk registration 800-774-1292

Office of the Commissioner of Insurance

Telephone: (608) 266-8699

E-mail: ociagentlicensing@wisconsin.gov

Electronic Services Review

Making Education Compliance Easier

- The Office of the Insurance Commissioner has partnered with Vertafore to make education compliance easier!

  - Enhanced efficiency

  - Improved online service to education providers

  - Improved online service to producers

Wisconsin Education Services

Provider Services
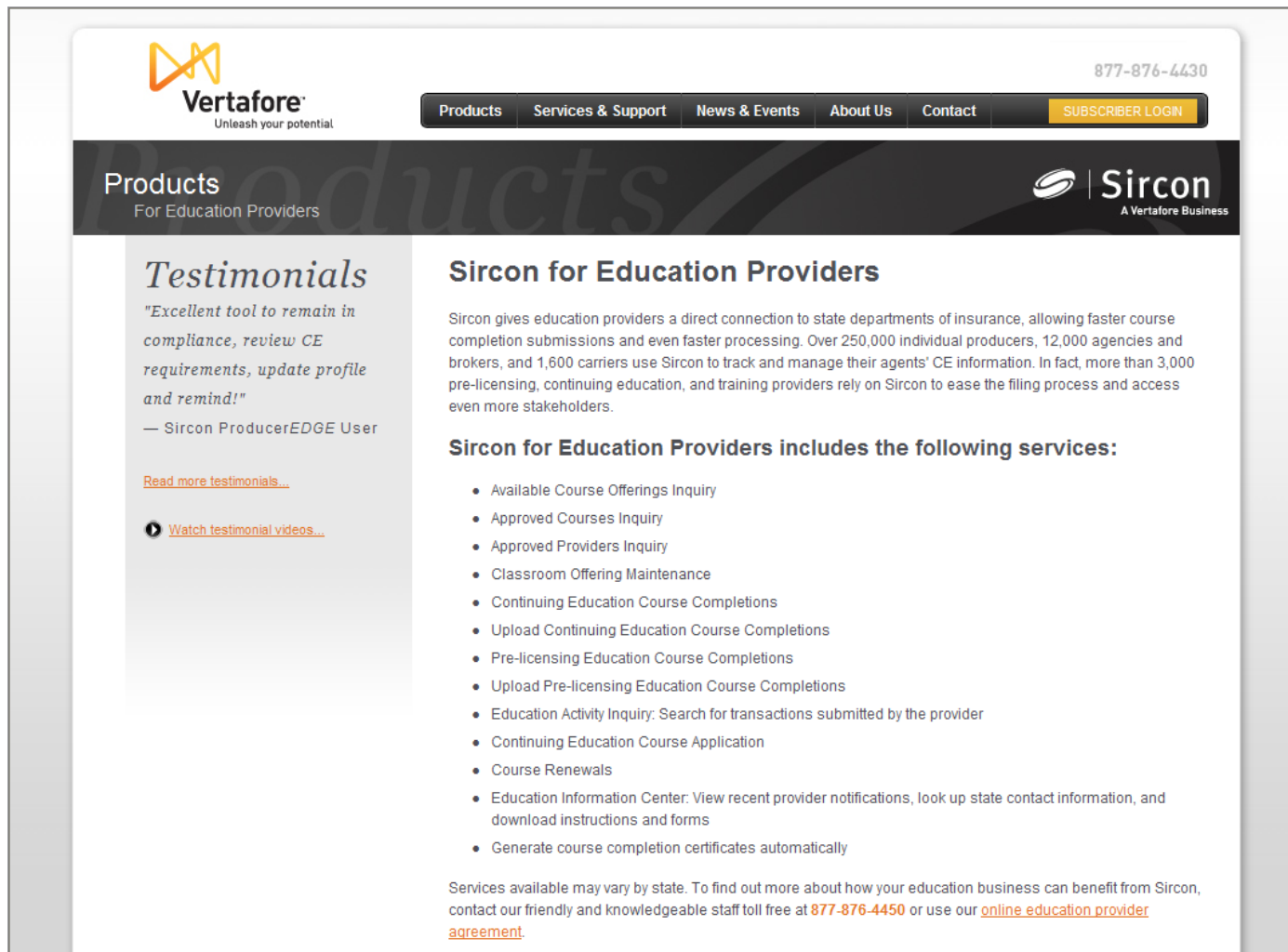
- Classroom Offering Maintenance
- Course Renewal
- Continuing Education Course Application
- Continuing Education Course Completions
- Pre-licensing Education Course Completions
- Provider Application (CE only)
- Provider Renewals

Agent Services

- Available Course Offerings Inquiry
- Approved Courses Inquiry
- Approved Providers Inquiry
- Continuing Education Transcript Inquiry
- Pre-licensing Education Transcript Inquiry

How Do I Create a Provider Account with Vertafore?

http://www.sircon.com/products/education/index.html

Frequently Asked Questions

1) **How do I get started?**
   - Go to www.sircon.com, click on the link for Education Providers and fill out the Sircon provider registration form. Sircon will send your login information via email and call you with the secure password for your account.

2) **I already have a Sircon account. Do I need to register again to add or use Wisconsin CE services?**
   - No. If you have an existing active account, Wisconsin is already available to you.

3) **Do I need a sign-in sheet for students? What information should I gather?**
   - At a minimum, you must gather the full name, last four digits of social security number, and date of birth as well as the agent's address.

4) When I try to submit transactions for Wisconsin, the website gives me an error message saying no provider courses/offerings found. Why?

- It's possible that you've supplied Vertafore a different tax ID (FEIN) number than Wisconsin's system has on file. If that's the case, please contact Prometric to confirm the tax ID on record. You can also contact Vertafore to be certain they have the correct tax ID.

- If you're trying to submit credits for a classroom course, you must submit a course offering schedule at least 10 days prior to holding the course.

5) **I'm having trouble using the upload course completion file, I get error messages.**
   - We recommend only using this functionality if you have more than 30 names to enter. If less than 30, please use the regular course completion link.
   - It's possible the format you're using is faulty. There is a 'help' link at the bottom of each screen that will show correct formatting or contact Vertafore for support.

6) **How do I print course completion certificates?**
   - Once you've entered the credits and pressed "Submit", you'll get a results page that shows those transactions which have processed successfully and those that have not. For those that processed successfully, there is a "confirmation number" link to view the .PDF of the completion certificates. These can be printed, saved, or emailed as needed.

7) I submitted credits, but cannot remember who I've already entered.

- For any transaction submitted via your account provider, you can easily check the status. Login to your account, go to the Education tab in the online services menu, and select "Education Activity Inquiry". You can check by the date range of submission (not course completion date), and can make this a wide date range. You can narrow the search as much as desired. This will show all transactions submitted during that date range, depending on your selected search criteria. Note that course completion submissions that were successful will show a linked confirmation number. By clicking on that linked confirmation number you can access the course completion certificate again.

8) What if I submit the same credits twice?

- You'll get an error message explaining that this is a duplicate transaction. It will not post to the producer's record.

Monthly Invoice and Billing File

- The provider/school will receive a monthly invoice for all transactions processed during the previous month

- The monthly invoice contains a summary of fees for each type of transaction processed in each state

- The provider can also download a copy of your invoice on Compliance Express

- The provider can also download a billing file (.CSV format) from Compliance Express that contains detailed information for every transaction processed during the previous month
  - Transaction Type and State
  - Course and Offering Information
  - Student Information
  - Processing Fees

Questions?

Live Demonstration

- How to set up an account
- How to add/change account administrator
- How to submit an application
- How to upload documents
- How to manage course offerings
- How to bank course completions
- How to review the invoice