



Wisconsin Navigator License Renewal Guide

June 2024

Requirements for Navigator License Renewals

- To fulfill the yearly requirements for a Navigator License renewal, all Navigators must obtain eight continuing education credits and complete the Federal MLMS Training
- Failing to renew your Navigator License on time will cause the license to expire and the Navigator cannot continue doing Navigator work until it is reinstated
- Active Navigator Licenses will expire October 1st, 2024

Deadlines for Training and Navigator License Renewals

- **September 9-11, 2024**
 - To obtain eight continuing education credits, Navigators can attend Covering Wisconsin's annual [Health Insurance Enrollment Conference](#)
- **August 2024**
 - To access and complete the Federal MLMS Training, Navigators can log into the [Centers for Medicare and Medicaid Services portal](#)
- **September 2024**
 - Covering Wisconsin recommends Navigators submit their license renewal to the Office of the Commissioner of Insurance before September 15th to allow adequate processing time before the October 1st, 2024, expiration date

Continuing Education Credits and Completion Certificates

- After attending the Wisconsin Annual Health Insurance Enrollment Conference, the OCI Agent Licensing Department will verify your attendance with Covering Wisconsin. After this verification, eight continuing education credits will be added to your license profile
- Continuing Education Certifications will be emailed to you from Covering Wisconsin. This process can take up to 2 weeks
- If you have questions about your certificate, please contact Covering Wisconsin directly at coveringwi@cw.wisc.edu

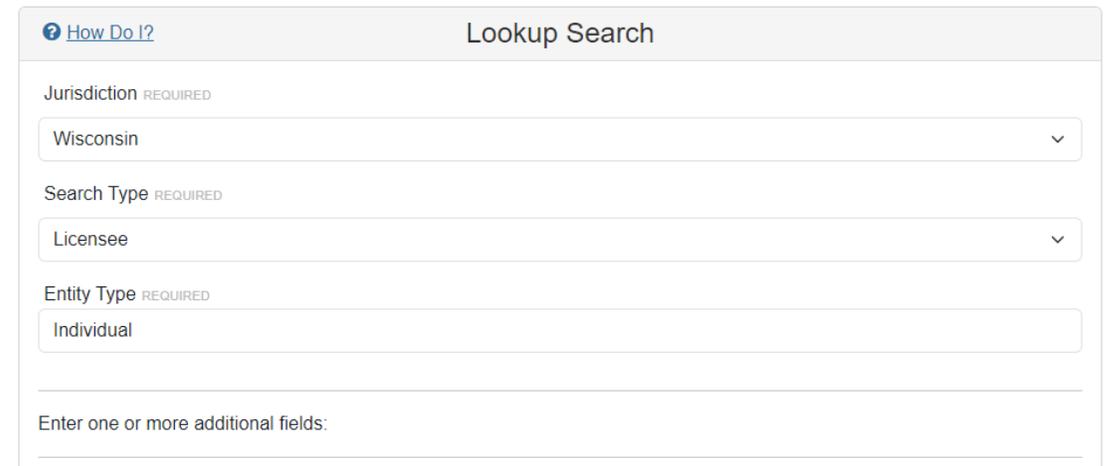
Gather Your Navigator License Renewal Materials

- Navigator's Last Name
- Last Four Numbers of the Navigator's Social Security Number
- Navigator's National Producer Number (NPN)
 - How to find your NPN instructions are on slide 7
- Navigator's Birth Date
- Navigator's Contact Information
- Navigator Entity Affiliation
- Navigator's Employment History
- Payment Method
- Documentation authorizing you to work in the United states, if the Navigator is a non-citizen (i.e., green card, visa)
- Information about
 - Criminal Background
 - Administrative Actions
 - Bankruptcy
 - Tax Delinquency
 - Termination for Misconduct
 - Lawsuits
 - Child Support

How To Find Your National Producer Number (NPN)

How To Find Your National Producer Number (NPN)

- You can look-up your NPN on the NAIC State Based Systems license manager tool at:
<https://sbs.naic.org/solar-external-lookup/license-manager>
- Input your information
 - Jurisdiction: Wisconsin
 - Search Type: Licensee
 - Entity Type: Individual
 - Additional Fields: First and Last Name
- Agree to Terms and Conditions
- Click “Search”
- Find your name and the NPN will be listed in the NPN column to the left



The screenshot shows a web form titled "Lookup Search" with a "How Do I?" link. It contains three dropdown menus: "Jurisdiction" (REQUIRED) with "Wisconsin" selected, "Search Type" (REQUIRED) with "Licensee" selected, and "Entity Type" (REQUIRED) with "Individual" selected. Below these is a text input field labeled "Enter one or more additional fields:".

Renewing an Individual Navigator License Online

Online License Renewal is Preferred by the Office of the Commissioner of Insurance

Online Navigator License Renewal Check-list

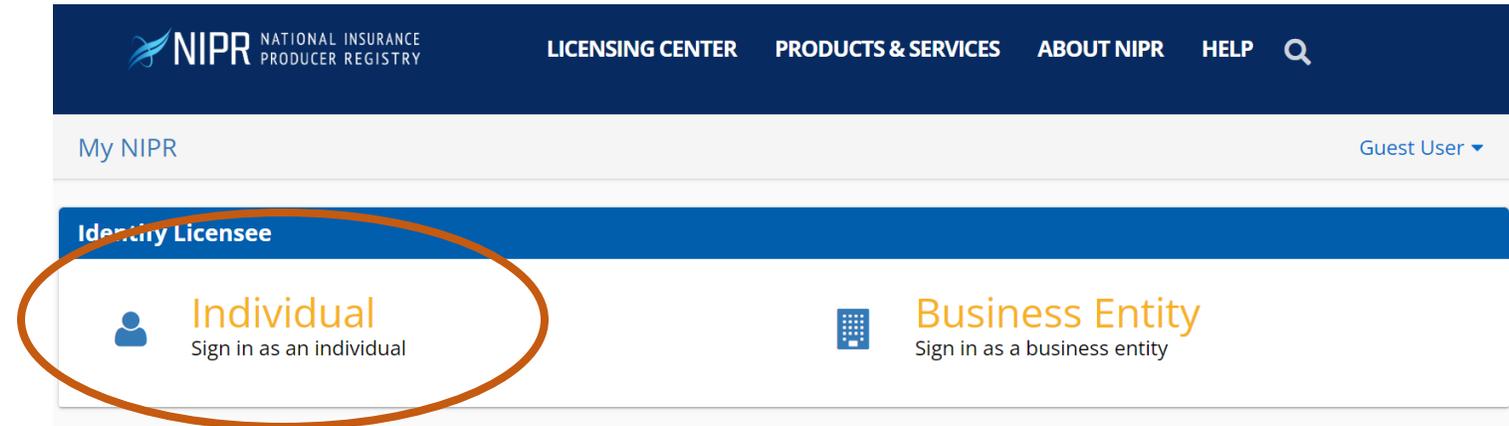
- Log into the NIPR website under “Individual”
 - <https://pdb.nipr.com/my-nipr/frontend/identify-licensee>
- Identify the Navigator (Licensee)
- Start the Application and Select Product Type
- License Type
- Answer all Legal Questions
- Sign Attestation
- Pay the \$35 +\$5.60 Licensing Fee
- Check Email Inbox
 - NIPR receipt
 - Automatic reply from OCI
- Send Federal Completion Certificate to the Office of the Commissioner of Insurance (OCI)
 - Subject line: Federal Navigator Completion Certificate
 - Attach Federal Completion Certificate and any other required documents based on your answers to legal questions and/or work documents
 - Include your contact information and the Navigator Entity you are affiliated with in the body of the email
 - Send to: ociagentlicensing@wisconsin.gov

National Insurance Producer Registry for Navigators

- To renew the Navigator's license information, visit:

[NIPR \(National Insurance Producer Registry for Navigators\)](#)

- Click "Individual"



Identify the Navigator (Licensee)

- Search Type:
National Producer
Number (NPN)
- Fill in the Last Name
and NPN Number of
the Navigator
- Accept the NIPR Use
Agreement

Identify Licensee

Individual

Search Type License Number
 National Producer Number (NPN)
 Social Security Number (SSN)
Select one identifier above

Last Name

NPN

I accept the NIPR Use Agreement

← Back Next →

Authorization of Navigator (Licensee)

- Enter the last four numbers of the Licensee's Social Security Number and their date of birth to authorize the search

Authorization

Please verify your identity by providing your date of birth

SSN (Last Four)

Date of Birth

[← Back](#) [Next →](#)

User Menu

- Click “Start”

User Menu ROTHE, ELIZABETH

-  **Start**
-  **Resume**
No incomplete applications available
-  **Continuing Education**
View continuing education compliance information and status
-  **Order History**
Review order statuses and receipts
-  **Change Licensee**
Identify another licensee to work with

 **Message Center**

NIPR Mobile - All of your insurance licensing information at your fingertips.

The [NIPR mobile app](#) lets insurance professionals licensed by a state department of insurance view their demographic, licensing, and appointment information. Mobile users are also able to subscribe to renewal notification reminders. [Click here for more information.](#)

Announcements

- Current or previously licensed users may click **Start** to access a detailed report of your licensing data. If one is available, you can select to run your free report, or purchase an additional one if needed.
- Contact Change Request (CCR) has been updated to now allow Business Entities.

Product Type

1. Product Type:
 - Other Licensing
2. Application Type:
 - Renewal
3. Residency Type:
 - Resident

The screenshot shows a web form titled "Select Product" for user "ROTHE, ELIZABETH". It contains three sections of radio button options:

- Product Type:** Producer Licensing, Adjuster Licensing, **Other Licensing** (circled), Contact Change Request (Change Address, Phone, or Email), PDB Detail Report.
- Application Type:** Initial, **Renewal** (circled), Add Line Of Authority.
- Residency Type:** **Resident** (circled), Non-Resident, Non-Resident (No Home State).

Navigation buttons "Back" and "Next" are located at the bottom of the form.

License Type

- Select the “None” box to select Navigator Individual

im/my-nipr/frontend/start-flow

Intermediary (Producer) Individual

- Crop
- Surety
- Travel
- Attorney Title
- Legal Expense

Employee Benefit Plan Administrator

- None

Life Settlement Broker

- None

Navigator Individual

- None

Reinsurance Intermediary Broker

- None

Reinsurance Intermediary Manager

- None

Temporary Insurance Intermediary

- Accident & Health
- Casualty
- Credit
- Crop
- Legal Expense
- Life
- Personal Lines P&C
- Property
- Surety
- Title
- Travel
- Variable Life/Variable Annuity

← Back

Next →

Answer Questions

- The registry will take you through a series of questions regarding your address, employment history, criminal background, administrative actions, bankruptcy, tax delinquency, misconduct terminations, lawsuits, and child support.
Answer all legal questions.
- If you'd like to preview the questions you can read them on the pdf version of the [Application for Individual Navigator License](#) or look at the [Candidate Handbook](#) published by the Office of the Commissioner of Insurance.

Attestation

- Read and accept the attestation

my.nipr.com/my-nipr/trontend/flows/2/260102/attestation

NIPR NATIONAL INSURANCE PRODUCER REGISTRY LICENSING CENTER PRODUCTS & SERVICES ABOUT NIPR HELP Q

My NIPR Guest User ▾

User Menu

Edit/Update Review Submitter **Attestation** Contact Submit

Attestation MEJA

i Read carefully and **Accept** to continue.

1. I hereby certify that, under penalty of perjury, all of the information submitted in this application and attachments is true and complete. I am aware that submitting false information or omitting pertinent or material information in connection with this application is grounds for license revocation or denial of the license and may subject me to civil or criminal penalties.
2. Unless provided otherwise by law or regulation of the jurisdiction, I hereby designate the Commissioner, Director or Superintendent of Insurance, or other appropriate party in each jurisdiction for which this application is made to be my agent for service of process regarding all insurance matters in the respective jurisdiction and agree that service upon the Commissioner, Director or Superintendent of Insurance, or other appropriate party of that jurisdiction is of the same legal force and validity as personal service upon myself.
3. I further certify that I grant permission to the Commissioner, Director or Superintendent of Insurance, or other appropriate party in each jurisdiction for which this application is made to verify information with any federal, state or local government agency, current or former employer, or insurance company.
4. I further certify that, under penalty of perjury, a) I have no child-support obligation, b) I have a child-support obligation and I am currently in compliance with that obligation, or c) I have identified my child support obligation arrearage on this application.
5. I authorize the jurisdictions to which this application is made to give any information concerning me, as permitted by law, to any federal, state or municipal agency, or any other organization and I release the jurisdictions and any person acting on their behalf from any and all liability of whatever nature by reason of furnishing such information.
6. I acknowledge that I understand and will comply with the insurance laws and regulations of the jurisdictions to which I am applying for licensure.
7. For Non-Resident License Applications, I certify that I am licensed and in good standing in my home state/resident state for the lines of authority requested from the non-resident state.
8. I hereby certify that upon request, I will furnish the jurisdiction(s) to which I am applying, certified copies of any documents attached to this application or requested by the jurisdiction(s).

I accept

← Back Next →

Payment

- After accepting the attestation, fill in your billing details and payment information and click “next”
- The cost of a Navigator License Renewal is \$35+\$5.60 online licensing fee
- Submit the renewal application

NIPR NATIONAL INSURANCE PRODUCER REGISTRY

LICENSING CENTER PRODUCTS & SERVICES ABOUT NIPR HELP

Choose Payment Type

How would you like to pay?

Credit Card

Electronic Check

Billing Details
* = Required

* First Name:

* Last Name:

* Address Line 1:

Address Line 2:

Address Line 3:

* City:

* State or Province:

* Country:

* Zip Code:

* Phone: - -

Your Total is: \$5.60

< Back Next >

NIPR NATIONAL INSURANCE PRODUCER REGISTRY

1100 Walnut Street, Suite 1500
Kansas City, MO 64106

Need Assistance? Call (855) 674-6477

Licensing Center	Get the Free Mobile App
Products & Services	News & Events
About NIPR	NIPR Jobs
Help	Contact Us

Order Receipt

- NIPR Order Receipt

- You will receive an NIPR Receipt in your email inbox confirming your electronic resident license application. It comes from donotreply@nipr.com
- If you do not receive this receipt, check your spam folder
- If you have any questions regarding your order, please contact their customer service at www.nipr.com/help

The screenshot shows a web interface for an order receipt. At the top, there is a blue header with a 'User Menu' icon and the text 'Order #14815905' on the left and 'MEJIA' on the right. Below the header, there are two main buttons: 'View Receipt' with a printer icon and the subtext 'View your receipt', and 'View Detail' with a printer icon and the subtext 'View and download your order'. A message states: 'Requests will be sent to the state. Please allow up to 5 business days for changes to display on the Producer Database (PDB)'. Below this is a table of order details:

Order Number:	14815905
Order Date:	9/21/2022, 11:36 AM
Application State(s):	WISCONSIN
Product:	Resident Licensing
Order Total:	\$5.60

Below the table, it says 'WISCONSIN: Transaction #702336200'. There is a blue 'In Progress' button. Underneath, it says 'NAVIGATOR INDIVIDUAL: None'. A section titled 'State Messages:' contains three items:

- **Action Required** Navigator Individual applicants must complete any federally mandated training required under the federal health care exchange. Send certificate of completion to ociagentlicensing@wisconsin.gov.
- **Action Required** If applicant answered "Yes" to application questions or other information is being requested in order to proceed with the application process, the applicant should submit required documentation within 90 days of submission date of licensing application. Failure to submit requested information will result in the application being closed as expired. All fees are non-refundable.
- **No Action Required** When an original document is not required to be sent to the state, use the Attachments Warehouse for Additional Licensing Documents in lieu of sending the documents to the state(s) via fax, e-mail or postal mail.

At the bottom left, there is a link for 'Order History'.

Follow-up Directly with OCI After Submitting on NIPR

To finish renewing your Navigator license, you will email a copy of your MLMS Training Certificate of Completion and any required supporting documents to OCI's Agent Licensing Section at ociagentlicensing@wisconsin.gov (example on slide 21)

- **Subject Line:**
 - Federal Navigator Completion Certificate
- **Body of Email:**
 - Include your contact information and the Navigator Entity you are affiliated with
- **Attachments:**
 - Federal MLMS Training Certificate
 - If you answered **yes** to any legal questions or have work documentation, attach those supporting documents



If you need help downloading your MLMS Training Certificate of Completion, please go to slide 23

Email Example to Follow-Up with the Office of the Commissioner of Insurance

Send

To ociagenticensing@wisconsin.gov

Cc

Bcc

Subject Federal Navigator Completion Certificate

certificate.pdf
155 KB

Good morning,

I have attached my Federal navigator Completion Certificate to this email. I am affiliated with the Navigator Entity of Covering Wisconsin. Please let me know if you need any other information from me. I can be reached at elizabeth@wisc.edu or (608) 4147-9077. My NPN is: 123456789.

Warmly,

Elizabeth Smith

If you answered **yes** to any legal questions or are providing authorized work documents, attach supporting documents to your email

Follow-up Directly with OCI After Submitting on NIPR

After emailing your supporting documents, you will receive an automated message saying:

Thank you for reaching out to our office. We will respond to your inquiry as soon as we are able.

On average, it takes licensing staff 12-17 business days to process a complete licensing application that has been referred to the state for manual review. It could take longer if you have not provided the required documentation or the application is more complex in nature.

Section Ins 6.59 (4) (c), Wis. Adm. Code allows OCI to determine an approval or denial of a licensing application within 90 days of a completed application. Once the application is approved, you will receive email confirmation.

Agent Licensing Section

Division of Market Regulation & Enforcement
Office Hours 7:45am – 4:30pm

If this is an open records request, please send your request to OCIRecords@Wisconsin.gov.

How to Download your MLMS Training Certificate of Completion

How To Download Your MLMS Training Certificate of Completion

Log into the MLMS Training Portal

- <https://portal.cms.gov/>
 - Agree to Terms and Conditions
 - Complete the Multi-Factor Authentication
 - Open the Marketplace Assister Training
 - Enter your Navigator ID at the bottom of the page
 - Click “Save”

Login Login with PIV Card

CMS.gov | Enterprise Portal

User ID is a required field

Password is a required field

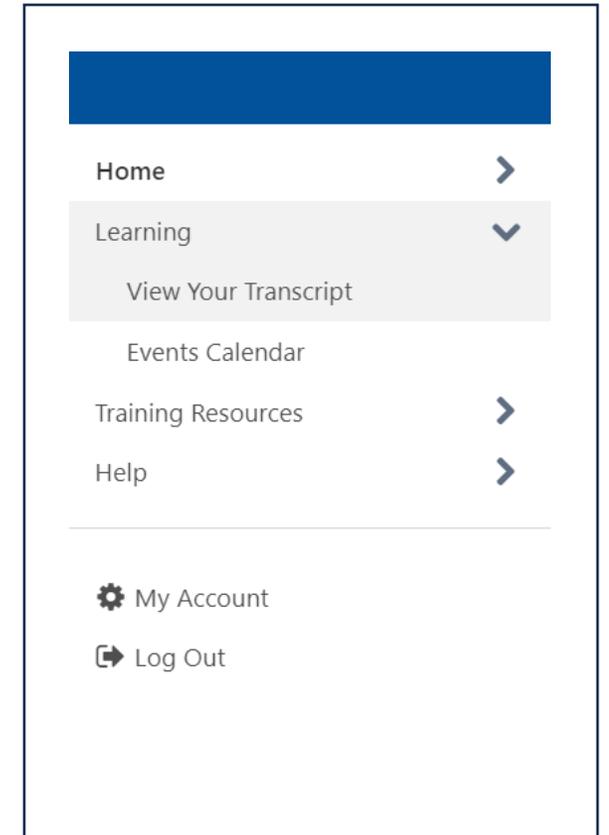
I agree to the [Terms & Conditions](#)

Login

Forgot your [User ID](#) or your [Password](#)?

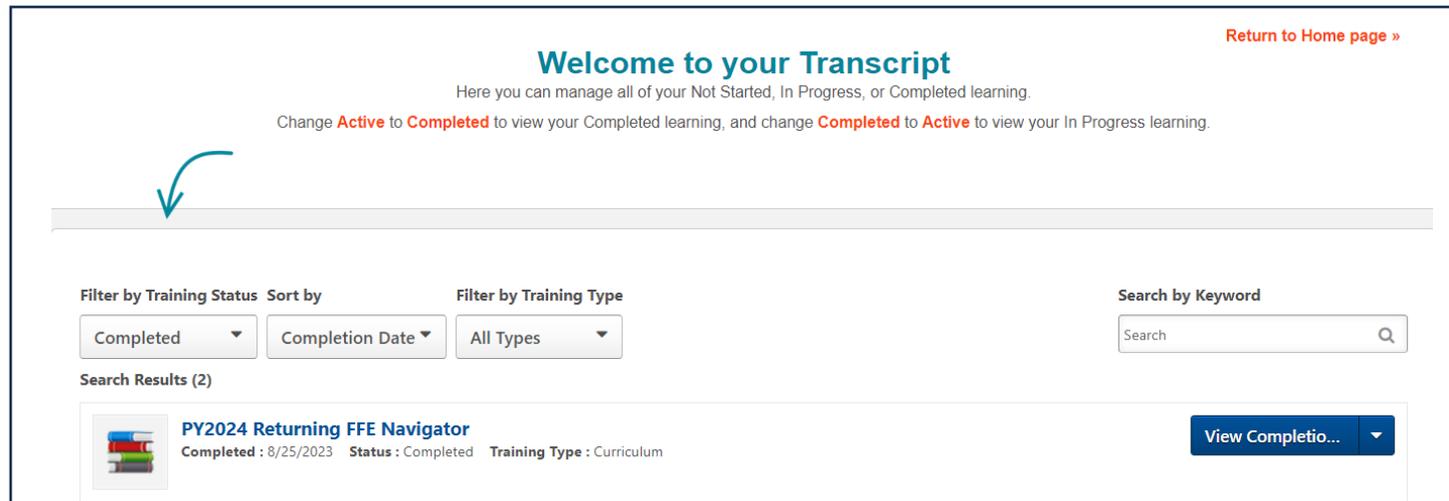
How To Download Your MLMS Training Certificate of Completion

- Click the three white lines on the top right of the webpage to access your account
- On the drop-down menu click “Learning”
- Click “View Your Transcript”



How To Download Your MLMS Training Certificate of Completion

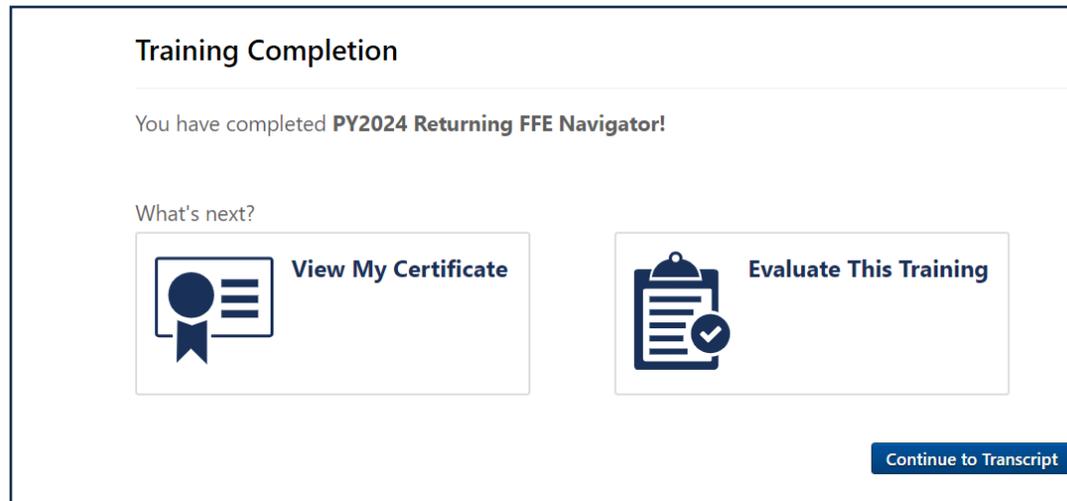
- Under “Filter by Training Status” click “Completed”
- Click the blue box labeled “View Completion Certificate” to the right of the PY2025 Returning FFE Navigator



The screenshot displays the 'Welcome to your Transcript' page. At the top right, there is a link 'Return to Home page »'. Below the header, a message states: 'Here you can manage all of your Not Started, In Progress, or Completed learning. Change Active to Completed to view your Completed learning, and change Completed to Active to view your In Progress learning.' A blue arrow points to a horizontal bar above the filter section. The filter section includes 'Filter by Training Status' with a dropdown menu set to 'Completed', 'Sort by' with a dropdown menu set to 'Completion Date', and 'Filter by Training Type' with a dropdown menu set to 'All Types'. To the right is a 'Search by Keyword' search box. Below the filters, it shows 'Search Results (2)'. The first result is 'PY2024 Returning FFE Navigator' with a small icon of books. Below the title, it shows 'Completed : 8/25/2023 Status : Completed Training Type : Curriculum'. To the right of this result is a blue button labeled 'View Completo...' with a dropdown arrow.

How To Download Your MLMS Training Certificate of Completion

- Click “View My Certificate” and your Completion Certificate will open in a new browser window
- Save your Completion Certificate to your computer so you can access it when following up with the Office of the Commissioner of Insurance



Renewing an Individual Navigator License by Mail

Paper Form Option

- ❏ A [paper form](#) can be used for the Navigator License Renewal
- ❏ Complete the first three pages and mail:
 - Navigator Renewal Form
 - Copy of your MLMS Training Certificate
 - Supporting Documents if answering “yes” to any Background Questions
 - Check or Money Order of \$35.00

State of Wisconsin Office of the Commissioner of
 Insurance Agent Licensing Section
 P.O. Box 7872
 Madison, WI 53707-7872

APPLICATION FOR INDIVIDUAL NAVIGATOR LICENSE

State of Wisconsin
 Office of the Commissioner of Insurance
 Agent Licensing Section
 P.O. Box 7872
 Madison, WI 53707-7872
 (608) 266-8699
 E-mail: ociagentlicensing@wisconsin.gov
 Web Address: oci.wi.gov

Ref: Section 628.92 (1), Wis. Stat.

Check appropriate box for license requested.

- Navigator New License (no fee) Already Licensed Agent New License (\$75.00 fee)
 Renewal (\$35.00 fee) Reinstatement (\$70.00 fee)

INSTRUCTIONS: This application together with the applicable nonrefundable fee is required for licensure. Completion of this form is required pursuant to s. 628.92, Wis. Stat. Personally identifiable information on this form will be matched with information from other states and law enforcement agencies.

Last Name and Suffix (Sr., Jr.)	First Name	Middle Name	Date of Birth (Mo./Day/Yr.)	Social Security Number		
Residence/Home Address						
City			State	Zip Code		
Mailing Address				PO Box		
City			State	Zip Code		
List any other assumed, fictitious, alias, or trade name under which you are doing business or intend to do business						
Business Address						
City			State	Zip Code		
Home Telephone Number	Business Telephone Number	Applicant E-mail Address		Business E-mail Address		
Are you a citizen of the US? (check one) <input type="checkbox"/> Yes <input type="checkbox"/> No If no, of which country are you a citizen? _____ If no, proof of eligibility to work in the US is required.						
Employment History						
Account for all time for the past five years. Give all employment experience starting with your current employer working back five years. Include full- and part-time work, self-employment, military service, unemployment and full-time education.						
		From		To		Position Held
		Month	Year	Month	Year	
Name:						
City:		State:		Foreign Country:		
Name:						

Paper Individual Navigator License Renewal Check-list

- Navigator Renewal Form PDF
 - <https://oci.wi.gov/Documents/OCIForms/11-090.pdf>
- Navigator's Identifying information and National Producer Number (NPN)
 - How To Find Your NPN is on slide 7
- Answer all Legal Questions
- Copy of your MLMS Training Certificate
- The Navigator Entity You are Affiliated With
- Check or Money Order Payment
 - \$35 Non-refundable Payment
- Mail
 - Navigator Renewal Form
 - Copy of your MLMS Training Certificate
 - Supporting Documents if answering "yes" to any Background Questions or need to submit a green card of visa
 - Payment

State of Wisconsin Office of the Commissioner of
Insurance Agent Licensing Section
P.O. Box 7872
Madison, WI 53707-7872

Processing Timeline and Requirements

Application Processing

- Applications are typically processed with the Office of the Commissioner of Insurance between 12-17 business days, if all required follow-up has been completed
- You will receive an email regarding the approval or denial of your application once it is processed. This notification will be delivered from the Office of the Commissioner of Insurance, or NIPR, to the email address listed on the application
- If you have questions during application processing, email ociagentlicensing@wisconsin.gov

Application Processing

- If you do not allow adequate time for processing, your application will expire. Navigators cannot continue doing Navigator work until their license would be reinstated. A reinstatement cost is \$70 and has additional processing time
- OCI will alert the email listed on your renewal paperwork once the license has been processed and is renewed or denied

Finding Your Navigator License

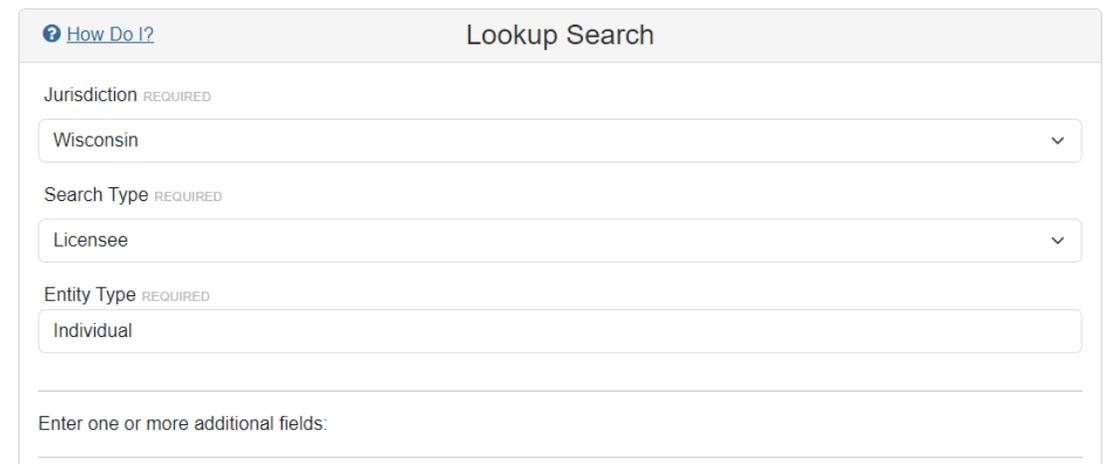
Finding Your Navigator License

- After approval of the license application, you can look-up your license details on the NAIC State Based Systems license manager tool at:

<https://sbs.naic.org/solar-external-lookup/license-manager>

- Information Needed to search for your Navigator License

- Jurisdiction: Wisconsin
- Search Type: Licensee
- Entity Type: Individual
- Additional Fields: First and Last Name or NPN



The screenshot shows a web form titled "Lookup Search" with a "How Do I?" link. It contains three dropdown menus: "Jurisdiction" (REQUIRED) with "Wisconsin" selected, "Search Type" (REQUIRED) with "Licensee" selected, and "Entity Type" (REQUIRED) with "Individual" selected. Below these is a text input field labeled "Enter one or more additional fields:".