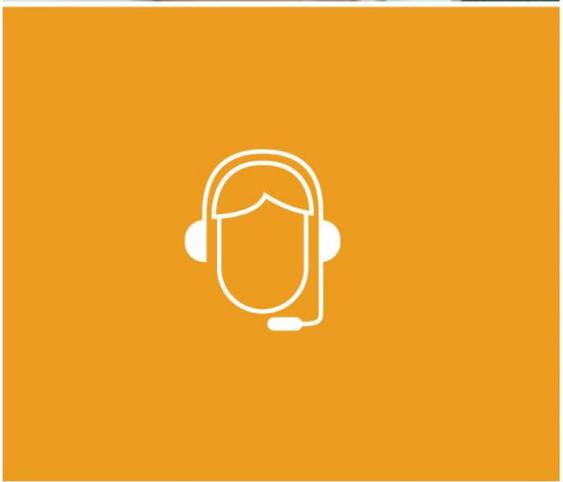




# License Application Process for New Navigators

June 2024



# Information Needed for the Navigator Application

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- Navigator's Last Name
- Navigator's Social Security Number
- 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

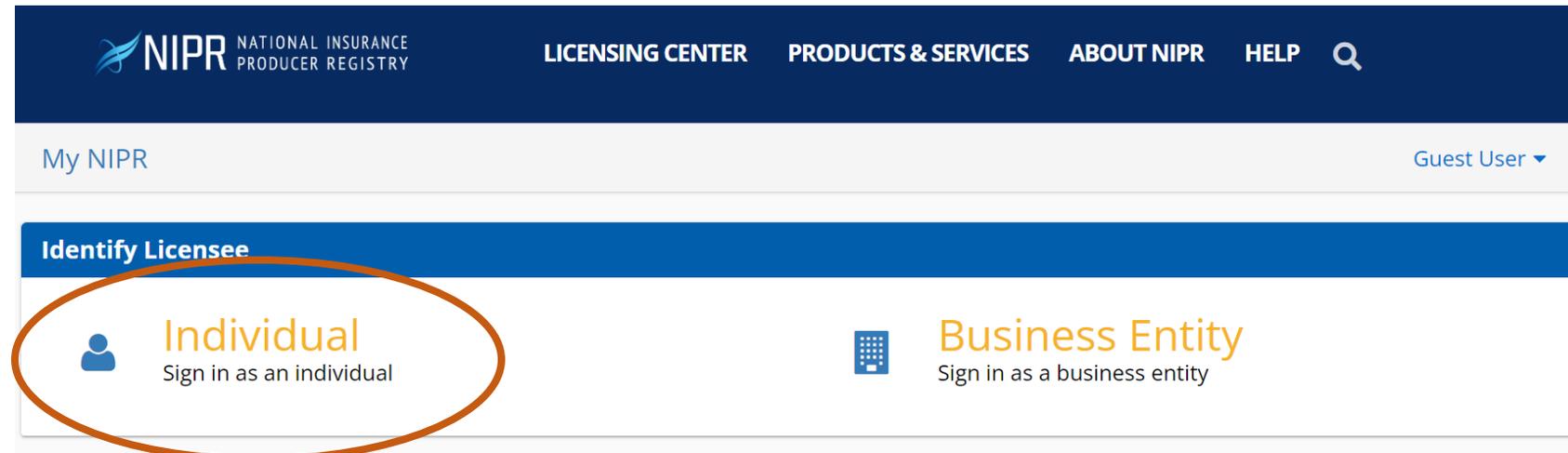
# Navigator Application Check-list

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- Log into the NIPR website under “Individual”
- Identify the new Navigator
- Start the Application and Select Product Type
- License Type
- Answer all legal Questions
- Sign Attestation
- Pay the \$5.60 Licensing Fee
- Send Federal Completion Certificate and other supporting documents to the Office of the Commissioner of Insurance (OCI)
  - Supporting documents may include work documents like a green card or visa
  - Other supporting documents may include documents about child support, bankruptcy or if you answered “yes” to any legal questions
- Fingerprinting

# National Insurance Producer Registry for Navigators

- To license the new Navigator, visit:
  - [NIPR \(National Insurance Producer Registry for Navigators\)](#)
- Click “Individual”



# Identify the Navigator (Licensee)

- Search Type:
  - Social Security Number
- Input:
  - Last Name
  - SSN Number
- 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

SSN

I accept the [NIPR Use Agreement](#)

[← Back](#) [Next →](#)

# Authorization of Navigator (Licensee)

- Enter the Navigator's date of birth to authorize the search

### Authorization

Please verify your identity by providing your date of birth

Date of Birth

 Date of Birth is a required field

[← 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.

# Application Selections

- Product Type:
  - Other Licensing
- Application Type:
  - Initial
- Residency Type:
  - Resident

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

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

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

# Selecting the License Type

- Select “None” box under Navigator Individual

The screenshot shows a web application interface for selecting license types. The URL is `om/my-nipr/frontend/start-flow`. The interface is divided into several sections, each with a list of checkboxes and a "Select All" / "Deselect All" button. The sections are:

- Intermediary (Producer) Individual**: Crop, Surety, Travel, Attorney Title, Legal Expense.
- Employee Benefit Plan Administrator**: None.
- Life Settlement Broker**: None.
- Navigator Individual**: None (This section is circled in orange).
- 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.

At the bottom of the form, there are "Back" and "Next" buttons. The "Next" button is circled in orange.

# National Insurance Producer Registry for New Navigators

- 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 the attestation and accept

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

My NIPR Guest User ▾

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

My NIPR Guest User ▾

**Attestation** MEJA

**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

- Fill in billing details, payment information and submit the 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  
Products & Services  
About NIPR  
Help

Get the Free Mobile App  
News & Events  
NIPR Jobs  
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](mailto: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](http://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 'View Detail' (with a printer icon). Below these buttons, there is a message: 'Requests will be sent to the state. Please allow up to 5 business days for changes to display on the Producer Database (PDB).' A table of order details follows: Order Number: 14815905, Order Date: 9/21/2022, 11:36 AM, Application State(s): WISCONSIN, Product: Resident Licensing, and Order Total: \$5.60. Below the table, there is a section for 'WISCONSIN: Transaction #702336200' with a status of 'In Progress'. Underneath, it says 'NAVIGATOR INDIVIDUAL: None' and 'State Messages:'. There are three messages listed: 1. '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. 2. '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. 3. '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'.

User Menu

Order #14815905 MEJIA

View Receipt  
View your receipt

View Detail  
View and download your order

Requests will be sent to the state. Please allow up to 5 business days for changes to display on the Producer Database (PDB).

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

WISCONSIN: Transaction #702336200

In Progress

NAVIGATOR INDIVIDUAL: None

State Messages:

- **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](mailto: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.

← Order History

# Follow-up Directly with OCI After Submitting on NIPR

Navigator License Application processing begins after you send required supporting documents to OCI's Agent Licensing Section at [ociagentlicensing@wisconsin.gov](mailto:ociagentlicensing@wisconsin.gov) (example on slide 15)

- **Subject Line:**
  - Federal Navigator Certificate of Completion
- **Body of Email:**
  - Include your contact information in case they need to reach out with questions
  - Include the Navigator Entity that your license will be affiliated with
- **Attachments:**
  - Federal MLMS Training Certificate of Completion (pictured)
  - If you answered **yes** to any legal questions or are providing authorized work documentation, attach your supporting documents



**If you need help downloading your MLMS Certificate of Completion, please go to slide 18**

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

Send

To [ociagentlicensing@wisconsin.gov](mailto:ociagentlicensing@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 will be 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](mailto:elizabeth@wisc.edu) or (608) 417-9077.

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 is Required

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](mailto:OCIRecords@Wisconsin.gov).

# What's Next?

## Navigator Fingerprinting

- Appointments for fingerprinting are through [fieldprintwisconsin.com](https://fieldprintwisconsin.com)
  - Use Fieldprint code FPWIOCIINSURANCE
- Fingerprinting will be submitted electronically to the state
- Your fingerprints remain on file for 180 days. OCI will retrieve them when they receive a Navigator licensee application
- Navigators do not need to provide proof of fingerprints directly to OCI, but you can alert them once you've completed them if you would like

The screenshot shows the Fieldprint website interface for Wisconsin. At the top left is the Fieldprint logo and a 'Login' link for existing users. The main header reads 'Fieldprint® Fingerprinting Serving Wisconsin'. Below this is a map of Wisconsin with numerous purple location pins across the state. To the right of the map, the text reads 'Simple. Safe. Secure.' followed by three bullet points: 'Quick, easy scheduling', 'Convenient locations', and 'Fast, professional fingerprint collections'. A prominent purple button says 'Schedule an Appointment'. Below the button are four menu items: 'How It Works', 'Our Locations', 'FAQs', and 'About Fieldprint'. A central section titled 'Fieldprint's fingerprinting process is quick, easy and convenient!' contains three numbered steps: 1. Schedule Your Visit (Sign in to our secure system to schedule your fingerprinting appointment at a convenient site near you.), 2. Attend Appointment (Visit our professional collection location and have your fingerprints scanned electronically.), and 3. Get Results Fast! (We submit your fingerprints to the state electronically, so your results are returned quickly.). At the bottom, a message says 'Applicants - Get started today! It's easy to [schedule an appointment](#).' and a footer contains copyright information and links for Home, Glossary, History of Fingerprinting, Site Map, Legal/Privacy, and Contact Us.

# How to Download your MLMS Training Certificate of Completion

# How To Download Your MLMS Training Completion Certificate

## 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

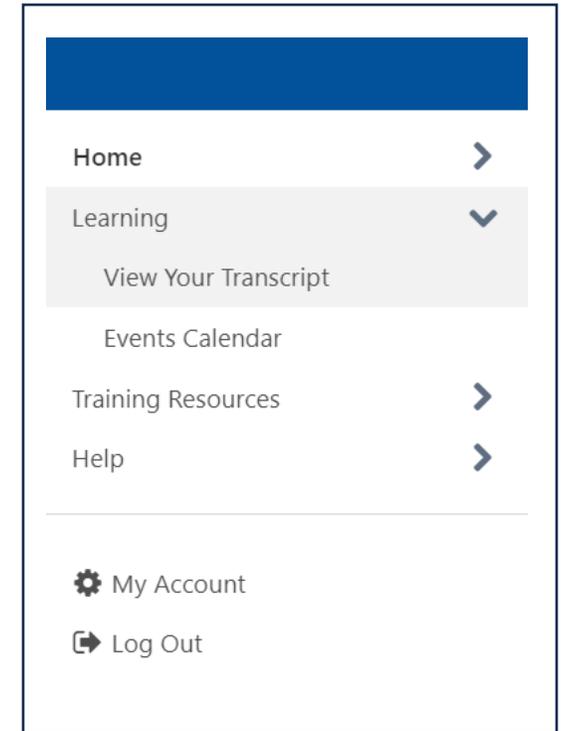
I agree to the [Terms & Conditions](#)

Login

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

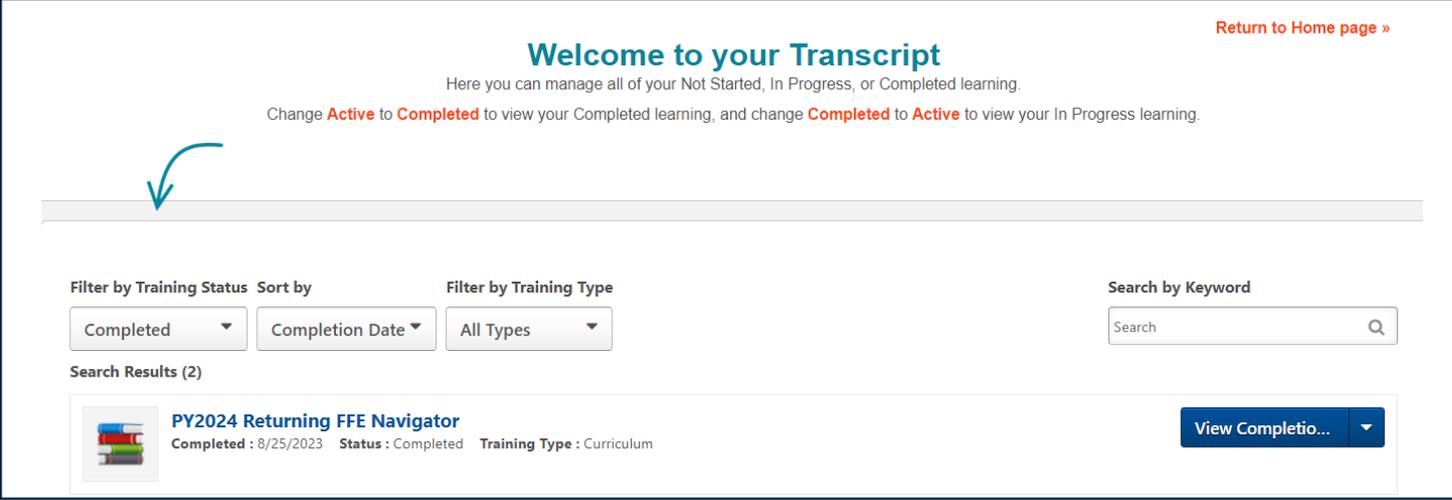
# How To Download Your MLMS Training Completion Certificate

- 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 Completion Certificate

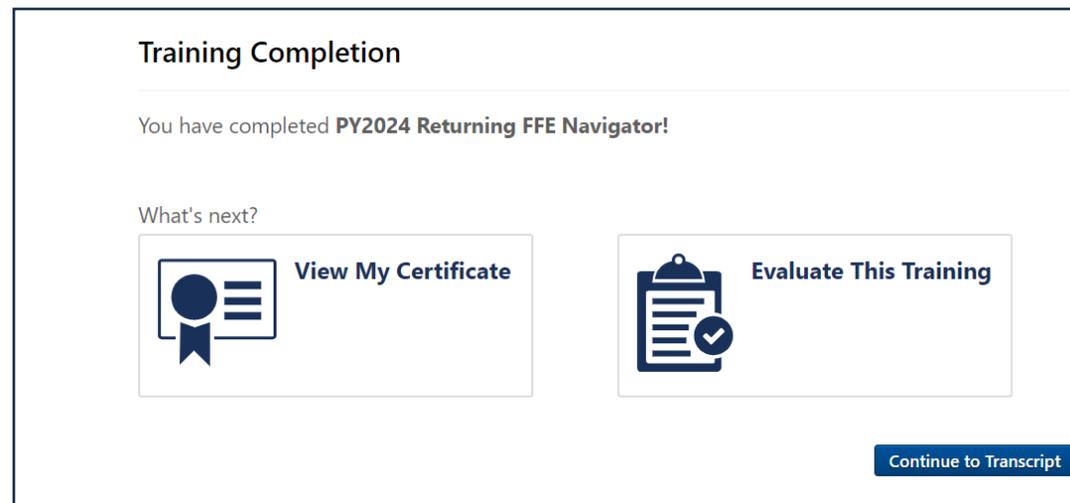
- Under “Filter by Training Status” click “Completed”
- Click the blue box labeled “View Completion Certificate” to the right of the PY2025 Returning FFE Navigator



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 the 'Filter by Training Status' dropdown menu, which is currently set to 'Completed'. Other filters include 'Sort by' (set to 'Completion Date') and 'Filter by Training Type' (set to 'All Types'). A search bar labeled 'Search by Keyword' is also present. Below the filters, the search results show one item: 'PY2024 Returning FFE Navigator' with a completion date of '8/25/2023', status of 'Completed', and training type of 'Curriculum'. A blue button labeled 'View Completion...' is located to the right of this item.

# How To Download Your MLMS Training Completion Certificate

- 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



# 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](mailto:ociagentlicensing@wisconsin.gov)

# Finding Your Navigator License

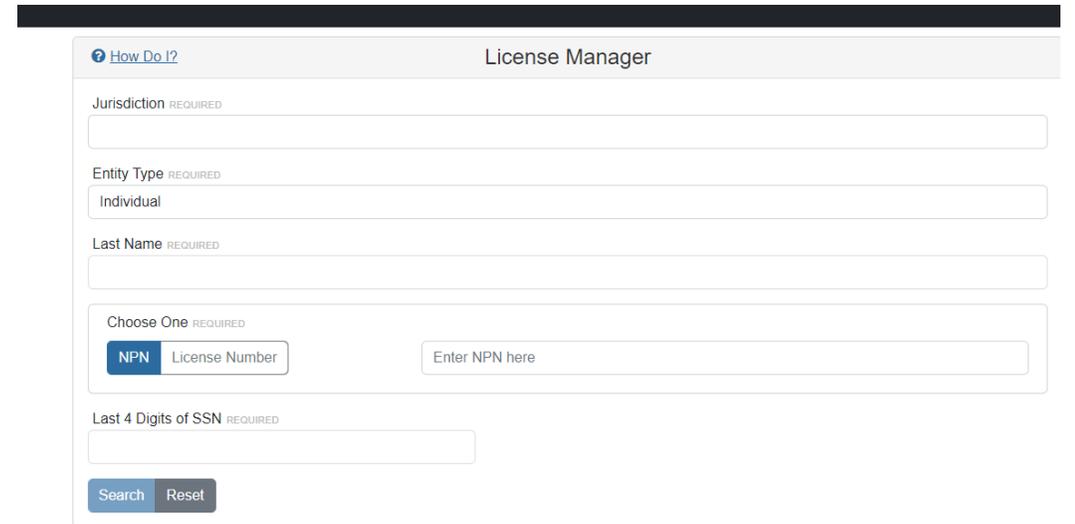
# Finding Your Navigator License

- 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



The screenshot shows the 'License Manager' search interface. It features a header with a 'How Do I?' link and the title 'License Manager'. Below the header are several input fields: 'Jurisdiction REQUIRED' (empty), 'Entity Type REQUIRED' (set to 'Individual'), 'Last Name REQUIRED' (empty), and 'Last 4 Digits of SSN REQUIRED' (empty). A 'Choose One REQUIRED' section contains a radio button for 'NPN' (selected) and a text input field for 'License Number' with the placeholder 'Enter NPN here'. At the bottom, there are 'Search' and 'Reset' buttons.

# After Navigator License Approval

- Covering Wisconsin recommends all new Navigators shadow consumer appointments with a mentor Navigator
- Both internal and subaward Navigators are required to submit weekly reporting to Covering Wisconsin and begin Marketplace Assister Community (MAC) outreach
- If there isn't a Navigator within your Entity to shadow or to train you on weekly reporting and MAC outreach, please contact Covering Wisconsin to be paired with someone within the Navigator consortium