



# State of Wisconsin / OFFICE OF THE COMMISSIONER OF INSURANCE

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DATE: March 7, 2014  
TO: Nonnavigator Assister Entities  
FROM: Gina Frank, Administrator, Division of Regulation and Enforcement  
SUBJECT: Guidance on Continuing Education Training Requirements

Under Wisconsin law, nonnavigator assisters, including certified application counselors, are required to complete 8 hours of health insurance continuing education training annually. Please note that a credit hour is equal to 50 minutes and training is in addition to any federal training or other federal requirements. This guidance does not apply to navigators.

The Office of the Commissioner of Insurance (OCI) does not require prior approval of the course content. Training that includes the following topics satisfies the requirement:

1. Principles of health insurance
2. Wisconsin health insurance laws and regulations
3. Public health program law, regulations and guidance including BadgerCare and Medicare
4. Federal Affordable Care Act law, regulations and guidance
5. Privacy and Security Guidelines - Personally Identifiable Information (PII)

Nonnavigator assisters may also complete health insurance courses approved for insurance agent continuing education credit to satisfy the requirement. A copy of the certificate of completion should be given to the nonnavigator assister entity to verify attendance.

By October 1 of each year, nonnavigator assister entities must attest to OCI that their nonnavigator assisters have completed the required training. OCI will provide the attestation form. Additionally, nonnavigator assister entities must maintain documentation verifying that the nonnavigator assisters working for or with the entity have completed the continuing education requirement.

This documentation shall consist of the following and is subject to audit by OCI:

- A summary record for each individual listing the course title, date of completion, course hours, mode of delivery (classroom, webinar, etc.) and location of class.
- Certificates of completion or verification of attendance for each course with a signature of the instructor or monitor verifying attendance.
- Course summary, outline or agenda describing the content of the course.

Questions may be e-mailed to [ociagentlicensing@wisconsin.gov](mailto:ociagentlicensing@wisconsin.gov).