



PROMETRIC



Wisconsin Industry Day 2018 A Valued Partnership

August 10, 2018

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AGENDA

- + Introduction
- + OCI Presentation of Regulatory Updates
- + Prometric
 - Overview of Prometric and the Candidate Footprint
 - Overview of Exam Life Cycle
 - + ERW's role in exam life cycle
 - Overview of Exam Review Workshop (ERW)
 - Pass rates
 - Overview of Continuing Education
- + SBS Presentation by Roger Graves
- + Questions

Introductions

+ **Wisconsin OCI Staff**

- Melody Esquivel – Insurance Supervisor, Agent Licensing
- Tim Cornelius – Attorney

+ **Prometric Staff**

- Brad Erickson - Director, Account Management
- Amanda Kikola – Account Manager
- Alan Slokan - Test Developer, Test Development Solutions

+ **NAIC – SBS Staff**

- Roger Graves – SBS Marketing and New Business Development Manager

Wisconsin Office of the Commissioner of Insurance

DISCUSSION OF REGULATORY UPDATES IN THE STATE OF WISCONSIN

OCI Staff Updates



- Agent Licensing hired Consumer Protection Investigator, Jill Kelly, to review and process license applications.
- Agent licensing now has seven staff total.

Regulatory Updates



As we mentioned last year, OCI was reviewing our administrative rules and have proposed several changes to be made.

- Requiring email address for all agent and entities
- Eliminating the WI license number and replacing it with the NPN
- Allowing for electronic notification from OCI rather than first class mail
- Eliminating the “banking” of pre-licensing courses by providers
- Allowing CE providers to issue electronic certificates rather than the required paper

Regulatory Updates



- Requiring payment of agent appointment fees at time agent is appointed rather than at the end of the year
- Allowing licensing exams to be valid for 180 days rather than 30 days
- Moving & Updating CE topics- Communication skills relating to the business of insurance, Personal Management relating to the business of insurance, and Insurance Agency (prev. Agency Management) to topics that may qualify for approvable CE courses

Benefits of Proposed Changes

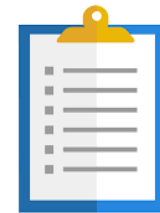


- Modernize existing processes and procedures
- Allow OCI to notify agents via several methods
- Not “banking” credits reduces potential fees to agent candidates and providers
- More course topics to allow providers to expand their course offerings
- Provide more flexibility for candidates applying for licensure

Current Status on Rule Changes

- Posted for public comment on OCI's website until September 4, 2018
 - Link <https://oci.wi.gov/Pages/Regulation/RulesCurrentlyPending.aspx>
- Notification sent to all individuals/entities that are subscribed to OCI's mailing list
 - Link <https://oci.wi.gov/Pages/AboutOCI/ListServe.aspx>

Make sure you are subscribed to OCI's mailing lists!



Rule Process



- In the Fall of 2018, proposed changes will be sent to Legislative Agencies for review
- Proposed changes to be submitted to Legislature in January/February of 2019
- Promulgated rule in Spring of 2019



Contact Us

- For information regarding the pending rule, contact Elizabeth Hizmi, Legislative Liaison/Director at (608)267-9460 or elizabeth.hizmi@wisconsin.gov
- OCI is also using adminrule.wisconsin.gov as another format to get rule-making information.
 - Link <https://docs.legis.wisconsin.gov/code>

Questions?

Prometric, LLC

**PRESENTATION BY THE PROMETRIC ACCOUNT
MANAGEMENT & TEST DEVELOPMENT TEAMS**

Who is Prometric?



Leader in the Insurance licensure and CE space as well as Computer-Based Testing since 1990

+ Prometric today:

- Serving more than 350 clients around the world
- Regulatory and Licensure – FINRA, AICPA, NBME, Praxis, etc.
- Education/Certification – AICPCU, LOMA, GRE, TOEFL, PMI, GBCI, etc.
- Full range of test development and psychometric services

+ Insurance Knowledge and Experience:

- 20 distinct State insurance, CE, or combined programs – AZ, CT, KY, MA, MD, NE, NC, NH, NY, OH, OK, SC, VT, WI, WV
- Engagement in the industry such as E-Reg, NAIC, CLEAR, ATP, ICE and SILA; proven leadership on numerous committees and panels

+ Technical and Operational Excellence:

- 99.9% system uptime rate over the past 12 months 99.9% success rate in launching exams over the past 12 month on same day and location originally scheduled for
- ~7 million exam delivered annually

The Prometric Advantage for Wisconsin

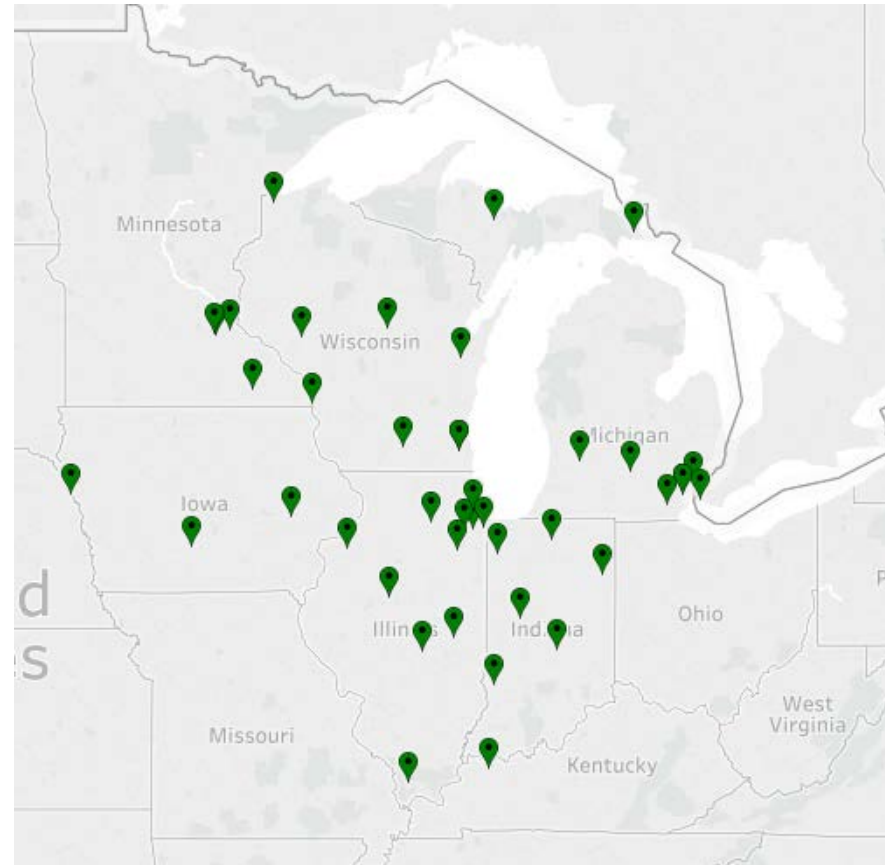


In 2017, Prometric delivered approximately 9,500 exams to Wisconsin candidates

- + Testing is available in 6 sites in Wisconsin
 - 4902 – Brookfield, WI
 - 4913 – Ashwaubenon, WI
 - 4914 – Eau Claire, WI
 - 4915 – Wausau, WI
 - 4916 – La Crosse, WI
 - 5323 – Madison, WI

- + Testing is also available in **14 sites** in bordering states, all **within 100 miles** of the Wisconsin border.

- + The overall candidate satisfaction among Wisconsin Insurance candidates **exceeds 98%** for overall satisfaction with the test experience and **exceeds 97%** with the date and time of the appointment.



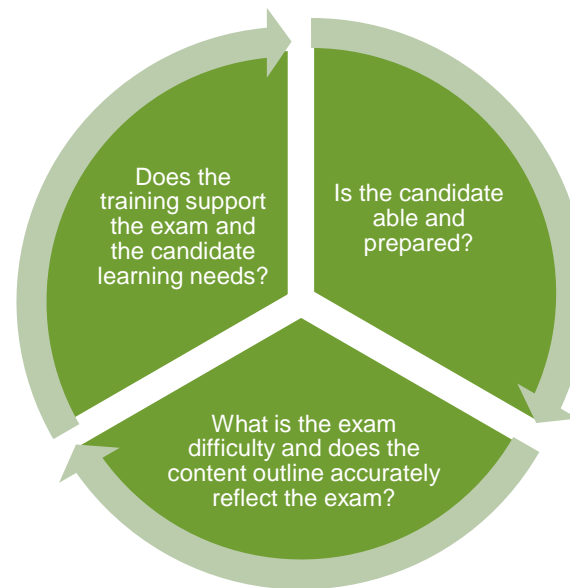
The Prometric Advantage for Wisconsin

- + Wisconsin Office of the Commissioner of Insurance “Mission”

To lead the way in informing and protecting the public and responding to its insurance needs.

- + Part of the oversight in protecting consumers, starts with the licensing of those who conduct business in the insurance industry.

*A Successful
Licensure
Program should
be a harmonious
balance between
three competing
influences*



Consumer Protection through Secure, Scientifically Proven Exam Design and Administration



- + Mission – Ensure exam content is appropriate and relevant to Wisconsin Licensee requirements.

- + State requires that licensure exams cover **ALL** aspects of the particular line of authority
 - *Example - life exams cover all life insurance such as Term, Whole Life, Flexible Premium Life, Specialized Life Insurance Policies and Group Life Insurance and Annuities.*

 - Exam difficulty is set to protect Wisconsin consumers from unqualified producers

 - Exam requires individuals to know the concept of insurance rather than just memorizing answers on a test

Test Development Advantage

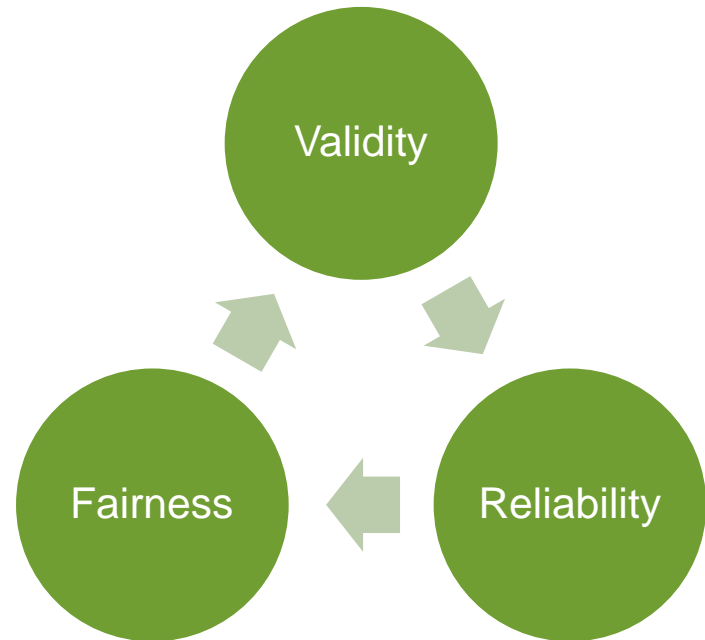
- + NAIC Compliant Processes
- + Local, Regional and National Insights and Trends
- + Continuous Item Writing and Review
 - Over 1,800 new items in our 26,000 item bank
 - Continuous contact with SMEs
 - Generation of item writing assignments
 - Remote item reviews on a week-to-week basis
 - Annual Exam Review Workshops with the inclusion of selected SMEs
 - Strengthened partnerships with education providers
- + Commitment to building State Owned and National Item Bank
 - Refreshes items pertaining to State Laws and Regulations
 - Updates the item bank with modernized language and realistic scenarios
 - Removes old and/or outdated content with newly authored items
 - Replaces content with excessive exposure with new content and statistics

Testing Tenets – Focus on Measurement

Validity — Ensuring the test assesses what it intends to measure; the items are linked to the validation document; and items are written address what the successful candidate needs to know.

Reliability — Ensuring that the test scores are consistent, dependable and repeatable and that items are reliable (written clearly and distributed appropriately).

Fairness — Questions are clear and unambiguous, are free from sensitive issues and represent the body of knowledge.



Key Steps for a Successful Licensure Exam



Content Outlines

- + Content outlines involve the specifications to which the exam should be developed, including:
 - Number and type of sections
 - Number and type of subsections
 - Number of items in each section and subsection
 - Reference list
 - Time limit for the exam

- + Outlines may change annually due to law changes or at the rest of the state

- + All updates to content outlines will be supplied to providers in red line format to highlight all changes

Exam Review Workshop – 2018

August 8, 2018 – August 9, 2018

- + Over the past two days, Subject Matter Experts **reviewed 1,114 items** for **Wisconsin Insurance Exams** for continued accuracy and relevance.
- + Each group of SMEs provided recommended changes to the content outline which we will summarize for the Wisconsin Office of the Commissioner of Insurance to review and approve.
- + Once OCI approves suggested changes, Prometric will finalize testing forms to be published and released to the field.

Important Dates to Remember

- + Outlines are to be released to educational providers participating in the ERW, red-lined
 - **Week of September 1, 2018**

- + Candidate Handbook available online
 - **Late November 2018**

- + New Exams to be published
 - **November 24, 2018**

Wisconsin Insurance Pass Rates CY 2017



Wisconsin Insurance

1/1/2017 - 12/31/2017

Test Type: First-Time Tester, Retakes

Exam	Tester Type	Pass	Percent	Fail	Percent	Total
2201 WLGS; LIFE EXAM	First-time	2263	79%	615	21%	2878
	Retake	31	35%	57	65%	88
	Total	2294	77%	672	23%	2966
2202 WLSS; LIFE-FOR AGENT WHO HELD LIFE LICENSE	First-time	90	93%	7	7%	97
	Retake	1	100%	0	0%	1
	Total	91	93%	7	7%	98
2203 WAGS; ACCIDENT & HEALTH EXAM	First-time	1846	75%	631	26%	2477
	Retake	41	53%	37	48%	78
	Total	1887	74%	668	26%	2555
2204 WASS; ACCIDENT & HEALTH EXAM FOR AGENT WHO HELD A&H LIC	First-time	65	90%	7	8%	72
	Retake	0	0%	1	100%	1
	Total	65	89%	8	11%	73
2205 WPGS; PROPERTY EXAM	First-time	1097	68%	508	32%	1605
	Retake	53	45%	65	55%	118
	Total	1150	67%	573	33%	1723
2206 WPSS; PROPERTY-FOR AGENT WHO HELD PROPERTY LIC	First-time	32	70%	14	30%	46
	Retake	2	70%	1	33%	3
	Total	34	69%	15	31%	49
2207 WCGS; CASUALTY EXAM	First-time	1120	77%	342	23%	1462
	Retake	40	45%	49	55%	89
	Total	1160	75%	391	25%	1551
2208 WCSS; CASUALTY-FOR AGENT WHO HELD CASUALTY LIC	First-time	31	82%	7	18%	38
	Retake	2	100%	0	0%	2
	Total	33	83%	7	18%	40
2209 WPLG; WISCONSIN PERSONAL:GENERAL & STATE	First-time	15	56%	12	44%	27
	Retake	1	50%	1	50%	2
	Total	16	55%	13	45%	29
2210 WPLS; PERSONAL LINES P&C EXAM	First-time	9	23%	31	78%	40
	Total	9	23%	31	78%	40
2211 WLLT; TITLE EXAM	First-time	83	74%	30	27%	113
	Retake	0	0%	1	100%	1
	Total	83	73%	31	27%	114
2212 WLLC; CREDIT EXAM	First-time	194	66%	100	34%	294
	Retake	11	61%	7	39%	18
	Total	205	66%	107	34%	312
2214 WLLN; NAVIGATOR	First-time	63	83%	13	17%	76
	Total	63	83%	13	17%	76

NAIC

SBS PRESENTATION BY ROGER GRAVES



SBS
State Based Systems

SBS Overview and WI Industry Tools

Roger Graves

SBS Marketing and Business Development Manager

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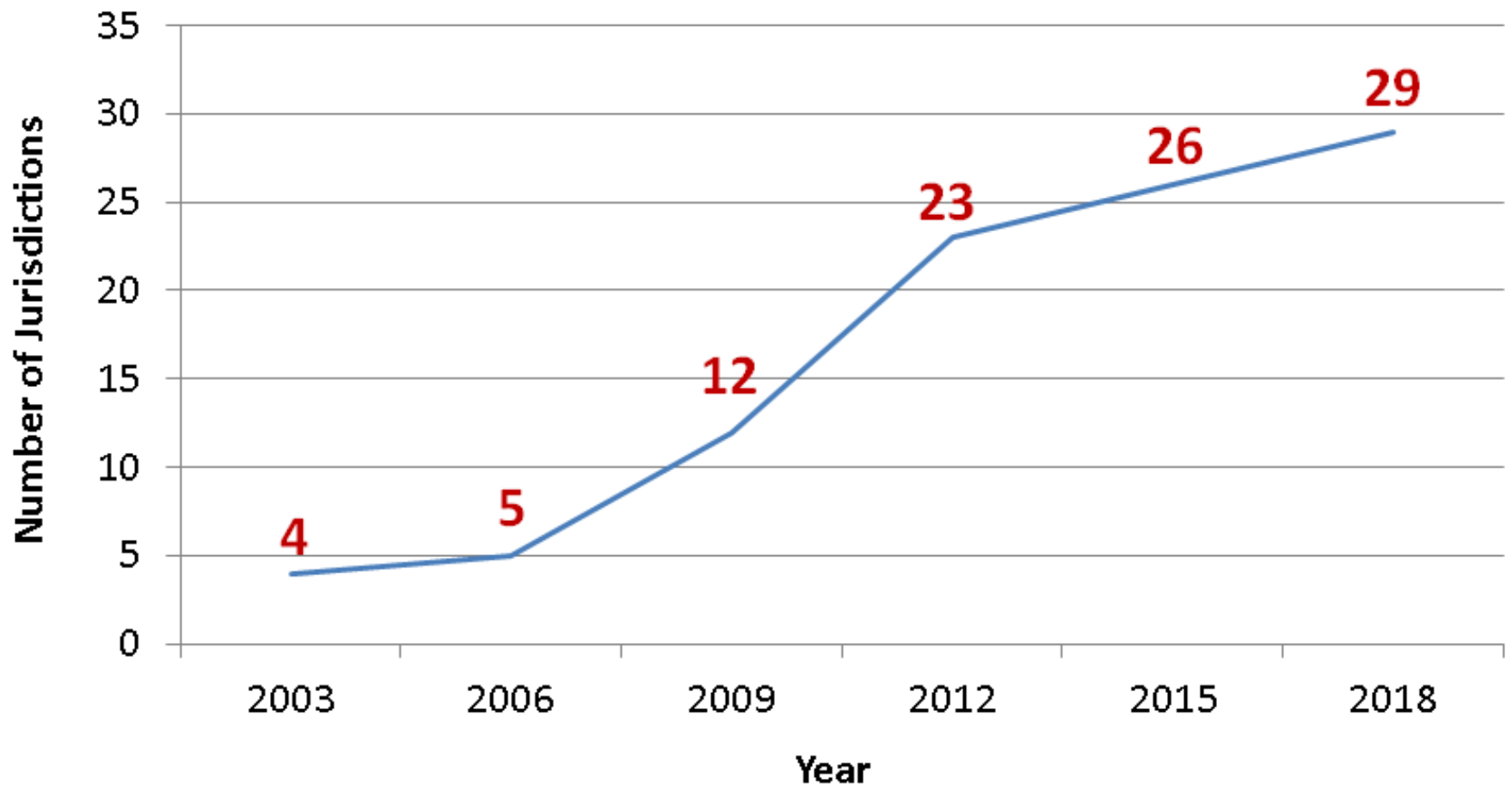
Agenda

- + What is State Based Systems (SBS)
- + Jurisdiction Growth
- + SBS Rewrite Project Goals
- + Transition and Implementation Status
- + Industry Toolset
- + Questions

STATE BASED SYSTEMS PRODUCTS AND SERVICES

Licensing	Case Management	Industry	Support Capabilities
Company	Consumer Services	Complaint Form	Attachments
Continuing Education	Enforcement	License Manager	Correspondence & Email
Producer	External Healthcare Review	Lookup	Reporting
Project Tracking	Investigations	SBS for Organizations	
Regulated Industries	Market Conduct Exams		
Revenue			

Number of Jurisdictions using SBS Services



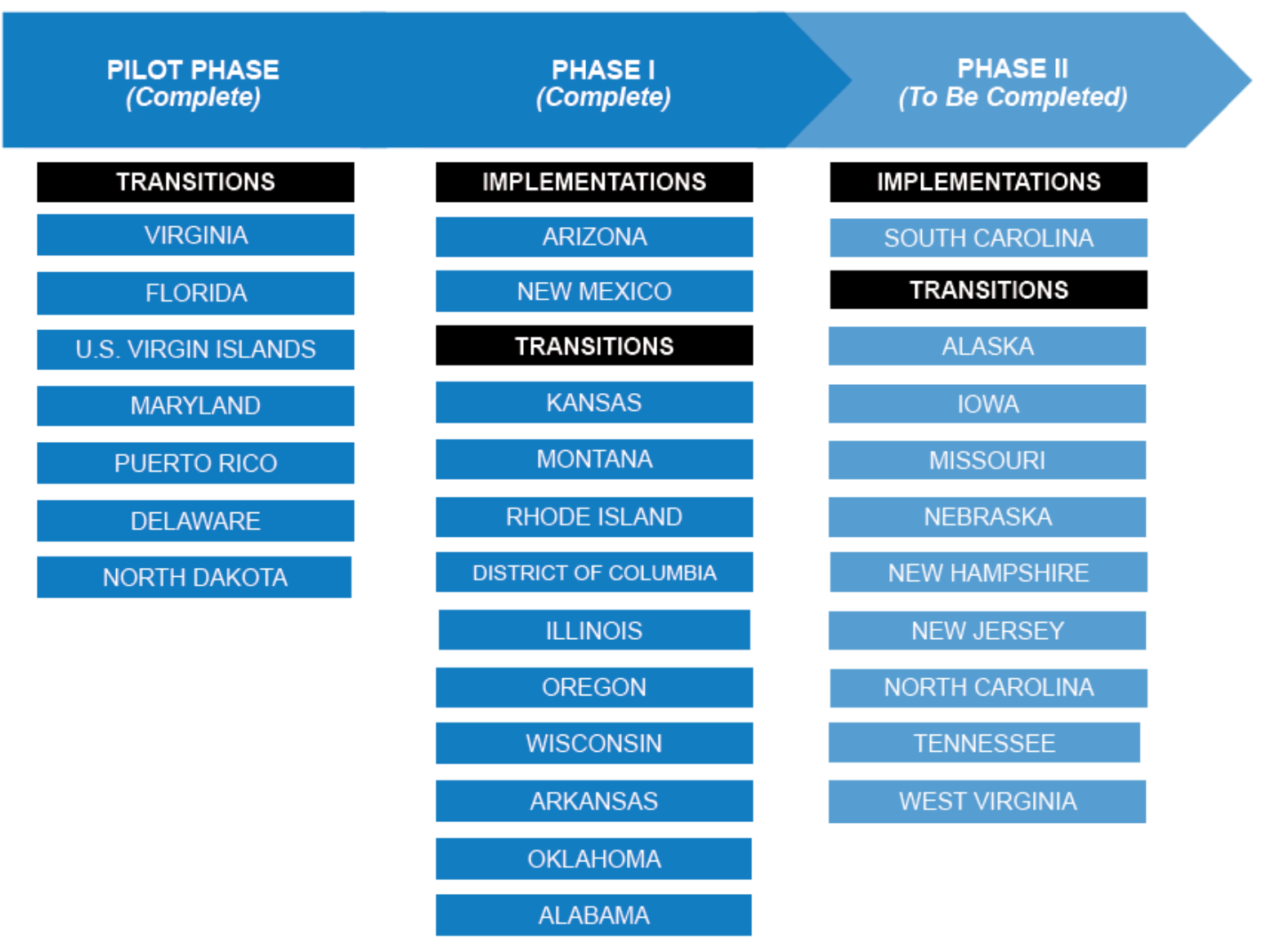


The Rewrite Project

Streamline and improve SBS by:

- Incorporate NAIC common user interface
- Integrate NAIC applications
- Streamline state specific changes
- Ensure system security
- Ensure system performance
- Enhance the user experience

SBS Transition and Implementation





Industry Toolset

- Lookup
 - Licensee
 - Company
 - Course
- License Manager
- SBS for Organizations
- Report Generator



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A Valued Partnership

Questions?