

Missouri Department of Insurance

Continuing Education and Pre-licensing Provider-Related FREQUENTLY ASKED QUESTIONS

1. How can I become a Continuing Education (CE) Pre-Licensing provider in Missouri?

Organizations providing Insurance CE for Missouri must register via State Based Systems (SBS).

New Users

To create a SBS for Organizations account,

- a. Visit the SBS website (www.statebasedsystems.com).
- b. Select **Missouri** from the **Jurisdiction** drop-down menu and click **Sign up for SBS for Organizations**.
- c. Follow the prompts to create your account and log in to SBS for Organizations.
- d. Add your education provider licenses to your account using the **Add Entity** function.

Note: You will need the Provider ID and PIN identified for this step.

Existing Users

SBS for Organizations requires one login to access all SBS jurisdictions, so if you already use SBS for Organizations, you do not need to create a new SBS for Organizations account. While logged into your SBS for Organizations account, click **Add Entity** and select **Missouri** from the **Jurisdiction** drop-down menu; then, enter your assigned Provider PIN.

This PIN is provided once you are approved as a Provider.

2. Is there a fee for Provider approval?

No. There is no fee for Provider approval and no renewal date.

3. How long does it take for a course to be reviewed?

You will receive notification by email from SBS within 25 days of the date of your submission. You will be notified within 15 days when using the NAIC form.

4. How long does a Provider and course remain approved?

Provider and pre-licensing courses do not expire. A CE course approval is valid for one year from the date of approval. Providers can renew their courses 90 days prior to the renewal date at www.statebasedsystems.com. Providers are responsible for renewing their CE courses before they expire.

5. What is the fee for a course application and course renewal?

The fee for a CE course application and course renewal is \$50.00. The fee for a pre-licensing course application is \$100.00.

6. Is Missouri a participant in the NAIC CE Reciprocity (CER) process?

Yes. You may use the NAIC CER form found at https://content.naic.org/cmte_d_pltf_cer.htm and include it with the home state approval letter and a timed outline.

7. Is a proctor required for self-study courses?

No. MO CE regulations were changed effective Sept 30, 2016. The regulation states that for self-study courses the individual must pass an exam. The regulation no longer states that it must be proctored. For more information go to <http://www.sos.mo.gov/cmsimages/adrules/csr/current/20csr/20c700-3.pdf>.

8. Is there Instructor approval in MO?

No. Your only requirement is to submit a resume/bio with your CE/Pre-licensing course application therefore you will not receive an approval letter for an Instructor you have submitted. Additional Instructors can be sent to ce_providers@pearson.com by including your licensing state, Provider ID, and course number.

9. What are the Webinar guidelines?

COURSE GUIDELINES FOR CLASSROOM WEBINAR/WEBCAST DELIVERY

Adopted by the Producer Licensing (EX) Working Group Apr. 27, 2014

- These guidelines are intended to apply to courses conducted and viewed in real time (live) in all locations and are not intended to apply when courses have been recorded and are viewed at a later time or to other online courses.
- Each student will be required to log in to the webinar using a distinct username, password and/or email. Students that view webinars in group settings which is two or more individuals should alternatively verify their participation in the form of sign-in and sign-out sheets submitted by a monitor with an attestation or verification code.
- The provider will verify the identity and license number, or National Producer Number (NPN), of all students.
- A provider representative, using computer-based attendance-monitoring technology, must monitor attendance throughout the course.
- The provider must have a process to determine when a participant is inactive or not fully participating, such as when the screen is minimized, or the participant does not answer the polling questions and/or verification codes.
- For webinars not given in a group setting, no less than two polling questions and/or attendance verification codes must be asked, with appropriate response provided, at unannounced intervals during each one-hour webinar session to determine participant attentiveness.
- The provider will maintain an electronic roster to include records for each participant's log-in/log-out times. If required by states chat history and polling responses should be captured as part of the electronic record.
- When a student is deemed inactive or not fully participating in the course by the course monitor of failure to enter appropriate polling question response or verification codes, continuing education (CE) credit is denied.
- All students and the instructor do not need to be in the same location.
- Students in all locations must be able to interact in real time with the instructor. Students should be able to submit questions or comments at any point during the webinar session.
- The course pace must be set by the instructor and does not allow for independent completion.
- Instruction time is considered the amount of time devoted to the actual course instruction and does not include breaks, lunch, dinner or introductions of speakers.
- One credit will be awarded for each 50 minutes of webinar/webcast instruction, and the minimum number of credits that will be awarded for webinar/webcast courses is one credit.
- The provider must have a procedure that informs each student in advance of course participation requirements and consequences for failing to actively participate in the course.
- A comprehensive final examination is not required.

10. Is Course Offering Notification required?

No, you are not required to notify SBS or the state of your course offering.

11. Do I have to report CE credits within a certain time.

You are required to report your CE class completions electronically within 30 days at www.statebasedsystems.com. Pre-licensing course completions do not get reported.

12. Where do CE Providers report credits?

Please submit your CE class rosters in the appropriate format through the NAIC's State-Based System at <https://www.statebasedsystems.com/solar/index.html>. Your office must also maintain the list of those individuals completing our approved CE courses in your files for four years. Pre-licensing course completions do not get reported.

13. Is there a charge to report CE credits?

There is a charge of \$1.50 per CE credit hour. This fee will be payable via credit card at the time you post the credits. The fee will cover the cost of a printable report to confirm CE credits you have posted.

14. Is there a unique CE certificate of course completion that I need to use?

The Continuing Education Certificates of Course Completion shall be completed by the provider and given to each individual upon completion of the course.

The form may be found at <https://insurance.mo.gov/sites/insurance/files/2024-09/375-0092.pdf> for Insurance Producers or at <https://insurance.mo.gov/sites/insurance/files/2024-09/375-0106s.pdf> for Bail Bond/General Bail Bond/Surety Recovery Agents.

You may also create your own certificate of course completion as long as the certificate includes provider name, approved provider number, course title, course approval number, course completion date, type of CEC hours and number of CEC hours earned.

15. Are digital signatures accepted?

Digital signatures are approved as long as they have a time stamp on it such as a Docusign signature. Typed or copy and pasted signatures are not acceptable. If the agent cannot complete with a digital signature, the agent can sign with a real signature.

16. How do I contact Pearson?

Providers can call Pearson at 888-204-6258 or email Pearson at ce_providers@pearson.com.

17. How do I contact State Based Systems (SBS)?

Providers can contact SBS at 816-783-8990 or sbshelp@naic.org.