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# Provider FAQs

## Virginia Insurance CE - Provider Related

The following are some of the frequently asked questions (“FAQs”) regarding continuing education (“CE”) that are received from agents. The term “provider” as used in this document refers to providers. “Handbook” refers to the Virginia Insurance Continuing Education Resident Agent and Provider Information Handbook.

Questions regarding the Virginia CE program should be directed to Pearson VUE, the Virginia Insurance Continuing Education Board’s (“Board”) administrator, and not to the Bureau of Insurance (“Bureau”) or the Board.

### 1. What are the Board’s requirements, effective January 1, 2021?

- Coursework requirements will not change.
- The Continuing Education (CE) expiration date will now be aligned with the agent’s license renewal date (odd or even year of the agent’s birth month and year).
- The license renewal fee will be \$10 per line of authority.
- There will no longer be a continuance fee requirement.
- To remain an approved provider, you must have an approved course scheduled/on file.
- The Proctor Certification form is no longer required for online exams; however, the form is still required for paper and pencil exams.
- CE credits must be reported within 10 days following the completion of the course.

### 2. What are the fees for Virginia CE services?

Effective January 1, 2021, the fees for the following education services in Virginia will be:

DESCRIPTION	FEE
Continuing Education Provider Application	\$0
Continuing Education Course Application	\$40.00
Single Session Course Application	\$50.00
Course Expedited Approvals	\$25.00
Continuing Education Course Renewals	\$30.00
Instructor Application	\$25.00
Instructor Application Expedited Review	\$50.00
Instructor Renewal	\$15.00
Effective 2/1/2021 the course credit hour fee applies	\$2.60

Please refer to the [Handbook](#) for additional information regarding all CE requirements.

### 3. Is a provider’s approval perpetual?

No. Providers must offer at least one approved course to remain as an approved provider for two years *and remain in good standing with the Board*. Providers who do not offer a course will have their authority revoked.

**4. Will printed copies of the Provider Handbook be mailed?**

No. The Board does not print or mail copies of the Handbooks. Handbooks are only available online at [www.VirginiaInsuranceCE.com](http://www.VirginiaInsuranceCE.com). Providers will be notified when the new handbook has been posted online.

**Note:** there is now one combined handbook available for both Virginia CE Resident Agents and Providers.

**5. Will the Ethics requirement continue?**

Ethics is a CE requirement. Agents must complete at least three credit hours of Ethics each two-year period for CE compliance.

Insurance Law and Regulations credits can be used to satisfy the Ethics requirement for all lines of authority EXCEPT public adjuster.

**6. How can I become a CE course provider in Virginia?**

Log onto [www.sircon.com](http://www.sircon.com), select *Education Providers* from the drop-down menu under Solutions. Select Sign Up, complete the *Online Education Provider Agreement* and select submit.

Your Provider account will be setup within 2-3 business days, after which you will be emailed a password and directions for using the site.

If you require assistance using this site, please contact Sircon at 877-876-4450. There is no fee to become a provider in Virginia.

**7. What are the acceptable payment methods for provider fees?**

Providers will receive a monthly invoice from Vertafore. The fees may now be paid electronically at Sircon.

**8. Can a provider's authority be revoked or suspended?**

Yes. Failure to strictly comply with all Program Requirements may result in immediate suspension or termination of the provider's authorization to offer courses approved for Virginia CE.

## **Instructor Information**

**9. Are there new criteria for Instructors?**

No. Please refer to the Instructor Approval Application available on Sircon.

**10. How can one become an approved CE course instructor in Virginia?**

Please refer to the Instructor Approval Application available on [Sircon](http://www.sircon.com).

**11. How long does it take to become an approved instructor?**

A decision on instructor approval will be issued by mail no later than 15 business days after receipt of your application. There is an expedited instructor approval process that will ensure that the instructor review will be completed within three (3) business days of the receipt of all materials.

**12. When must an instructor renew?**

An instructor is approved for two years and must renew within 60 days prior to the start of the next two-year period to remain active. A notice of Reminder to Renew is emailed approximately 60 days prior to the end of the two-year period.

**13. Where does one mail instructor renewal applications and other submissions?**

All Instructor applications must be submitted electronically using the Provider Services link to Sircon on [www.VirginiaInsuranceCE.com](http://www.VirginiaInsuranceCE.com) or going directly to [www.sircon.com](http://www.sircon.com).

**14. Is an instructor approval different from a course approval?**

Yes. Instructors are approved to teach specific subject matter based on expertise. Courses are approved based on content and relevance.

## Course Information

### 15. Are providers required to schedule a course offering?

Yes, course offering notification must be submitted electronically using the Provider Services link to Sircon on [www.VirginiaInsuranceCE.com](http://www.VirginiaInsuranceCE.com) or going directly to [www.sircon.com](http://www.sircon.com) within 15 days of the course date. Changes must be made within 5 days of the course date. If changes need to be made within 5 days of the course date, please email Pearson VUE at [VirginiaInsuranceCE@pearson.com](mailto:VirginiaInsuranceCE@pearson.com).

### 16. How do providers get a new course approved?

All course approval documents must be processed online per the Course Approval Application, which can be found on [Vertafore's website](#).

### 17. How long does it take to get a course approved?

A decision on course approval will be issued by email no later than 15 business days after receipt of your application and the fee. There is an expedited course approval process that will ensure that the course review will be completed within three (3) business days of the receipt of all materials and fees at the Pearson VUE. There is an additional fee for this service.

### 18. Can I mail course approval documents to Pearson VUE?

No. All course submissions must be processed online. Paper submissions mailed to Pearson VUE will be returned to the provider unprocessed.

### 19. How do I submit my course approval documents online through Vertafore®?

Visit Vertafore at [www.sircon.com](http://www.sircon.com) to access Vertafore's Sircon® services. There is no charge to use Sircon. No payment is required at the time of log-in. You will be billed monthly by Vertafore.

### 20. How long does it take to expedite a course approval?

Three (3) business days. See table above for expedited service fee.

### 21. How long is a course approved and when must a course approval be renewed?

A course is valid for a two-year period and maybe renewed one time. Thereafter, the provider must reapply for approval as a "new" course, and a new outline must be submitted. Course renewals will open 90 days prior to the course expiration date.

### 22. Is Virginia a participant in the NAIC CE Reciprocity (CER) process?

Yes, you may use Virginia forms found on [Sircon](#). **NOTE:** If you want to have a course approved for anything other than what the course was approved for in the home state, you are advised to submit a new course approval application online.

### 23. What agent identifier is accepted on a course roster?

The Virginia License Number or National Producer Number (NPN).

## 24. What are the requirements for submitting a course roster?

- A provider has 10 calendar days from the date of the course's completion to submit ALL necessary course information as identified in the [Handbook](#).
- It is the provider's responsibility to ensure that the agent receives the [Certificate of Course Completion within 20 calendar days](#).
- All course submissions must be processed online at [Sircon](#).
- Call Vertafore to set up an account at 517-381-3860 or send an email to [sircon@sircon.com](mailto:sircon@sircon.com) if you have questions regarding the internet roster reporting.
- All fees are nonrefundable.

**NOTE:** If an error is made by the provider on the roster submission, it is the provider's responsibility to correct the error.

Neither Pearson VUE, the Board, nor the Bureau has the authority to grant time beyond the statutory deadlines to allow you to correct an incorrect submission.

## 25. 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.

## 26. Will a provider or instructor receive notification once a roster has been submitted?

Yes. A notification will be sent via email. The email will note any errors which must be corrected by the provider.

## 27. What information must be included on the certificate of course completion?

The certificate must contain the name and identification of the student, course number, course categories, course date(s), number of credit hours, and the provider name and number. Course completion certificates may be printed electronically at [www.sircon.com](http://www.sircon.com)

## 28. Can an instructor give agents partial credit if they attend only part of the course?

A student may not miss more than 15 percent of the course. Providers may set more stringent attendance requirements if they wish but they are to advise students in advance.

## 29. How does an instructor verify attendance of a classroom course?

All classroom courses must have attendance verified through a Sign-in/Sign-out sheet. A name badge with a QR code, barcode or a RFID chip can be used to track and monitor attendance.

## 30. Who should be notified if changing the date, time, or instructor of a course offering?

Pearson VUE must be notified no later than five (5) calendar days prior to the offering of the course. The email address is [VirginiaInsuranceCE@pearson.com](mailto:VirginiaInsuranceCE@pearson.com).

## 31. When Is a Proctor Needed for Exams?

A Proctor Certification form is required for paper and pencil exams.

- Self-study courses require a closed-book exam that must be proctored in a manner approved by Pearson VUE. Refer to the [Handbook](#) for approved proctors.
- Proctor certification is NOT required for online exams.
- It is the Provider's responsibility to make sure that agents are adhering to the rules for acceptable proctors as described in the [Handbook](#).
- Proctor Certification is not required if the self-study exam is administered at a professional testing center. Prior Board approval of the testing center is required.

**32. Whom should a provider or instructor contact with questions about the monthly invoice?**

Contact Vertafore directly at 517-381-3860.

**33. Are Virginia CE courses evaluated by auditors?**

Yes, the Board directs the following types of audits: announced or unannounced visits, and review of course materials, and online courses.

**34. How do I contact the Board directly?**

Direct all questions to the Board's Administrator.

**Email:** [VirginiaInsuranceCE@pearson.com](mailto:VirginiaInsuranceCE@pearson.com)

**Phone:** 877-234-6092

[Live Chat](#) (8am-6pm Eastern time, Monday through Friday)

**Mail:** Pearson VUE c/o VACE, 3 Bala Plaza West, Suite 300 Bala Cynwyd, PA 19004-3481.