

# Provider FAQs

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# Provider FAQs

## Virginia Insurance CE

### Provider Related

1. **Have the rules changed for the 2019-2020 Biennium?**

Yes. The following changes have been made:

- Agents who have completed all continuing education requirements by December 31, 2020, but failed to pay the continuance fee by this date may pay a \$100 late filing penalty in addition to the \$22 continuance fee no later than close of business on January 31, 2021 to maintain their license.
- The Proctor Certification form is no longer required for online exams; however, the form is still required for paper and pencil exams.

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

2. **Is a provider's approval perpetual?**

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

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

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

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

Ethics is a CE requirement. Agents must complete at least three credit hours of Ethics each biennium for CE compliance.

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

5. **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.

6. **Do Virginia Providers need to renew?**

No. There is neither expiration nor renewal dates for Virginia Providers and there is no Provider renewal fee required.

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

Providers will receive a monthly invoice from Vertafore, and the fees must be paid by check.

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 continuing education.

## Instructor Information

9. **Are there new criteria for Instructors?**  
No. Please refer to the Instructor Approval Application available on the [Vertafore website](#). You can also review a sample application in the [Provider Information Handbook](#).
10. **How can one become an approved CE course instructor in Virginia?**  
Please refer to the Instructor Approval Application available on the [Vertafore website](#). You can also review a sample application and detailed instructions in the [Provider Information Handbook](#).
11. **How long does it take to become an approved instructor?**  
A decision on instructor approval will be issued no later than 15 business days after receipt of your application and the \$30 fee. 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 and fees at the Pearson VUE. There is an additional \$50 fee for this service.
12. **What is the fee to become an approved instructor?**  
The instructor approval fee is \$30.
13. **For how long is an instructor approved and when must an instructor renew the approval?**  
An instructor is approved for the biennium in which his/her application is approved and must renew the approval within 60 days prior to the start of the next biennium to remain active. The renewal fee is \$15. A notice of Reminder to Renew is sent approximately 60 days prior to the end of the biennium.
14. **Where does one mail instructor renewal applications and other submissions?**  
All Instructor applications must be submitted electronically using the Provider Services link to Compliance Express on [www.VirginiaInsuranceCE.com](http://www.VirginiaInsuranceCE.com) or going directly to [www.sircon.com](http://www.sircon.com).
15. **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

16. **Are providers required to schedule a course offering?**  
Yes, course offering notification must be submitted electronically using the Provider Services link to Compliance Express on [www.VirginiaInsurance.CE.com](http://www.VirginiaInsurance.CE.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).
17. **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](#).
18. **How long does it take to get a course approved?**  
A decision on course approval will be issued no later than 15 business days after receipt of your application and the \$65 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 \$50 fee for this service.

19. **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.
20. **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 Compliance Express® services. There is no charge to use Compliance Express. No payment is required at the time of log-in. You will be billed monthly by Vertafore.
21. **What is the fee for course approval?**  
The fee for a course approvals is \$65; the fee for a single-session course approval is \$35; and the application fee to present a published course is \$65.
22. **What is the fee to request expedited course approvals?**  
For approvals in three (3) business days, there is an additional \$50 expedited service fee.
23. **How long is a course approved and when must a course approval be renewed?**  
A course is valid for the biennium in which it is approved and must be renewed for continued approval within 60 days prior to the start of the next biennium to remain active. The renewal fee is \$35 per course.
24. **How many biennia can a course be renewed before it must be approved as a "new" course?**  
A course, if unchanged, may be renewed for two biennia; thereafter, the provider must reapply for approval as a "new" course.
25. **Is Virginia a participant in the NAIC CE Reciprocity (CER) process?**  
Yes, you may use Virginia forms found on [Vertafore's website](#). **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.
26. **What are the requirements for submitting a course roster?**  
A provider has 20 calendar days from the date of the course's completion to submit ALL [necessary course information](#) as identified in the [Provider Information Handbook](#). There is no provider fee for this service. It is the provider's responsibility to ensure that the agent receives the [Certificate of Course Completion](#).
27. **Will a provider or instructor receive notification once a roster has been submitted?**  
Yes. A notification will be sent via email.
28. **How will an instructor be notified if there are errors on the roster submission?**  
An Instructor will receive an email noting any errors.
29. **What is the instructor required to do to correct errors on the roster?**  
Errors must be researched and submitted by the provider to Vertafore.
30. **What agent identifier is accepted on a course roster?**  
Virginia accepts the Virginia License Number or National Producer Number (NPN).
31. **What is the timeline for providing students with their course completion certificate?**  
Providers must provide course completion certificates to students within 20 calendar days of the course.

32. **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.
33. **How does an instructor verify attendance of a classroom course?**  
All classroom courses must have attendance verified through a Sign-in/Sign-out sheet with a door monitor or the instructor. A name badge with a QR code, barcode or a RFID chip can be used to track and monitor attendance. Only students meeting minimum attendance requirements may receive course credit. The [Sign-in/Sign-out sheet](#) can be found at [www.VirginiaInsuranceCE.com](http://www.VirginiaInsuranceCE.com).
34. **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).
35. **Is there a Certification Form for self-study and online courses?**  
Yes. The [Student Certification](#) and [Proctor Certification](#) are available online.  
Please note that these documents must be signed but do not need to be notarized. It is recommended that providers ask agents to submit their certification form by mail, email, or fax within seven (7) days of either completing the course or taking the exam.  
Please note that effective immediately, the Proctor Certification form is no longer required for online exams; however, the form is still required for paper and pencil exams.  
It is the Provider's responsibility to check the information on the Proctor Certification and to make sure that agents are adhering to the rules for acceptable proctors listed in the [handbook](#). For example, if the last name of the Proctor and the agent are the same, the Provider should verify with the agent that the proctor is not a relative.
36. **Who can proctor a self-study CE course exam?**  
Proctor Certification is not required if the self-study examination is being administered at a professional testing center. Prior Board approval of the testing center is required. Self-study courses require a closed-book exam that must be proctored in a manner approved by Pearson VUE. Refer to [Provider Information Handbook](#) for approved proctors.
37. **Whom should a provider or instructor contact with questions about the monthly invoice?**  
Contact Vertafore directly at 517-381-3860. Do not contact Pearson VUE with questions about an invoice.
38. **Are Virginia CE courses evaluated by auditors?**  
Yes, the Virginia Insurance CE Board provides for the following types of audits:  
1) announced visits, 2) unannounced visits, 3) review of previously approved course materials, and 4) online course audits.
39. **What is Pearson VUE's contact information?**  
The Pearson VUE provider support toll free number is 877-234-6092, and the email address is [VirginiaInsuranceCE@pearson.com](mailto:VirginiaInsuranceCE@pearson.com).