

Texas Department of Insurance

Continuing Education Provider-Related FREQUENTLY ASKED QUESTIONS

PROVIDER REGISTRATION Becoming an Approved Provider

1. What are the necessary steps in obtaining Texas Department of Insurance (TDI) approval as an education provider?

New Providers must complete the process online at www.sircon.com, select *Education Providers* and then *Sign Up* and *Create an Account*. Complete this form and select *submit*.

Your Provider account will be set up within 2-3 business days after which you will be emailed a password and directions for using the site. **Do not send payment to Pearson VUE, you will be invoiced for the fee.**

If you require assistance using this site, please contact Sircon at 877-876-4450.

2. Is there a renewal process to maintain my provider status in Texas?

90 days prior to your 2nd anniversary date, and before every expiration date thereafter, the Sircon System will generate a reminder notice advising you that if you want to remain an active provider, you must renew online at www.sircon.com and be invoiced for the fee.

COURSE CERTIFICATION

1. How do providers get a NEW course approved?

Providers submit new course information online by completing the **Continuing Education Course** Application found in the Online Services Section/Education located on www.sircon.com. Course attachments can be electronically added from your database to the Sircon database by simply using the **Attach File** page.

A course number will be assigned after the completed application, attachments, and \$10.00 per credit hour fee (non-refundable) is reviewed by the Texas Department of Insurance. Providers will receive notification of course status upon the completion of the review by TDI.

Providers may check the TDI application receipt date by visiting the following web page <https://www.tdi.texas.gov/agent/agpdates.html>. Online course approvals will have a same day or next day receipt date.

2. May I submit a paper "Application for Course Certification"?

No. Courses must be submitted online at www.sircon.com.

3. What if I need to only modify an existing course?

Course modifications require a new course application. Courses qualify for modification if there is **more** than 25% change in the content and/or the change is in the credit hours, OR if the course type changes so that it qualifies as a classroom equivalent or self study.

4. Is Texas a participant in the NAIC Continuing Education Reciprocity (CER) process?

Yes, Sircon allows Midwest Zone processing as part of its Compliance Express[®] system. The paper **NAIC Uniform Continuing Education Reciprocity Course Filing Form** can be found at http://www.naic.org/documents/committees_ex_pltf_plwg_cer_form.doc. Resident / home state providers do not submit NAIC CER forms when certifying courses in their home state.

5. What is the procedure for filing a Midwest Zone course application in Texas?

Follow these steps:

The provider must file a course application in the provider's home state. Once it is approved, the provider must fill out the **NAIC Uniform Continuing Education Reciprocity Course Filing Form**. This form will be sent to Texas and to other states in which the provider wishes to offer the course. The provider must file the course at least 45 days before the initial course offering and still pay all fees as required by Texas (\$10.00 per credit hour). The provider must be an approved provider in each state the provider intends to qualify courses for CE credit in order to be eligible to file courses using the **NAIC Uniform Continuing Education Reciprocity Course Filing Form**.

The provider must include the following attachments:

- The course approval document from the provider's home state. This may be either a letter of approval or the stamped, approved application form that was filed in the home state.
- The **NAIC Uniform Continuing Education Reciprocity Course Filing Form**, a detailed course outline, and the required fee to the reciprocal state. If this is for a national course,* the provider will be allowed to submit an agenda that must include date, time, each topic, and event location.

* Please Note: **National course** is defined as an approved program of instruction in insurance-related topics, including a course leading to a national professional designation or an insurance course at an institution offered as part of a degree-conferring curriculum and presented by an approved CE provider organization.

The course approval document issued by each state must indicate the following:

1. Method of instruction – and specifically whether the course was self-study.
2. The specific number of credits awarded for sales and marketing topics.
3. Course title.
4. Whether the course is part of a national designation program and which one.
5. Contact person.

All states have agreed to issue 1 credit for 50 minutes of contact instruction. The minimum number of credits is 1, there is no maximum, and no partial credits will be awarded. Each state will use its own method to award credits for self-study courses. States may review the manner in which self-study credits are awarded for other than a national self-study course. As stated above: **National course** is defined as an approved program of instruction in insurance-related topics, including a course leading to a national professional designation or an insurance course at an institution offered as part of a degree-conferring curriculum and presented by an approved CE provider organization.

6. Is Course Offering Notification required?

No, Course Offering Notification is not required but Providers can submit Course Offering information at www.sircon.com if they choose.

7. Does my course ever expire? How do I process a course renewal application?

Yes, courses are certified only for 2 years. If the course is unchanged, it may be renewed and certified for an additional 2 years either online at www.sircon.com.

If the course content has changed more than 25%, follow the instructions on page 2 (see question #1) to complete the request online in the Sircon System. A new course number will be assigned.

8. How can I assign my course to another provider?

In order to perform this action, you must have ownership rights to the course being assigned. The **Course Assignment Form**, Form FIN518, must be completed by the assignee, who must be a registered provider who wants to present this course, and signed by both the assignee and assignor (the provider who owns the course). For details pertaining to this process and to the completion of this form, both the assignee and assignor should review the CE Rule §§19.1008(f) and 19.1012(b)(3).

9. Who should be notified if changing information of a course offering?

The Course Offering Schedule should be completed in Compliance Express® at <https://www.sircon.com/login> for timely offering. Once logged in to your account, select the arrow down button next to "Licensing," located in the gray toolbar; then select "Provider Course" and "Maintain Offerings." This must be done prior to the course offering date.

PROVIDER/STUDENT RESPONSIBILITY

1. What is my provider responsibility to my students?

Texas Administrative Code RULE §19.1014 advises CE providers that they are responsible for the "electronic" and "timely" data entry of each student's information. This step must be done in order to ensure that each licensee's record is current. In order to provide the most expedient record updates for the Texas licensees, Texas Department of Insurance has given to the providers the electronic ability via Sircon Compliance Express®. **Therefore, continuing education providers MUST submit ALL rosters electronically through Sircon Compliance Express® within 30 days.**

2. How will I know the roster was submitted?

Providers who submit rosters via Sircon Compliance Express® will be sent an email notification if the submission was successful or if there is a problem.

3. May I submit a paper roster?

No. Rosters must be submitted online at www.sircon.com.

4. How do I contact Pearson VUE CE?

You may either call 866-936-7790 or you may send an email to ce_providers@pearson.com.

5. How do I contact Texas Department of Insurance?

You may either call 512-676-6500 or you may send an email to ce@tdi.texas.gov.