



# Vertafore

## Georgia Insurance Education Provider Webinar

July 20, 2023



Pearson



Office of Commissioner of  
Insurance and Safety Fire

Protect | Enforce | Educate | Inform

# General housekeeping

- All attendees will be muted during the presentation.
- **Please do not put yourself on hold at any time.**
- The Q&A/Chat feature in Zoom should be used to submit questions. Questions will be addressed throughout the presentation.
- We will be recording this presentation in its entirety.
- We will send a PDF of the presentation and a link to the recording a few days following this presentation.

# Agenda

1. Introductions
2. Important Information
3. Fees
4. Sircon Online Education Services
5. Live Demonstration
6. Questions and Feedback

# Introductions

# Introductions

## Georgia Office of Commissioner of Insurance

- Melanie Frechette, Director of Operations

## Pearson VUE

- Christine Nelson, Senior Program Manager
- Liz Tracy, Manager – CE/PE Services

## Vertafore

- Teresa Harris, Government Account Director
- Lesli Leakey, Government Account Manager

# Purpose of Education Modernization

- Remove paper – OCI has reduced paper processes over the past two years by 80%
- Remove lockbox and checks – Causes time delays, difficult to track, scanning quality issues
- Efficient - electronic process, know the filing was submitted and received, no cutting checks, no mailing and postage costs, align GA process with other states
- Only state with a paper instructor process
- Providers have only one account which will eliminate multiple renewals
- Clean up courses no longer offered to decrease document storage

## Georgia Education Statistics

Type	Count
Providers	488
Courses	23,819
Courses to be inactivated on 12/31/2023	14,780
Courses with no course completions for past 36 months (course active at least 6 months)	16,303
Instructors	10,864

# Providers - Important Information about the Georgia Insurance Education Program

One provider record

Provider renewals due on October 1, 2023

**No longer required to renew instructors as part of provider renewal**

Annual renewals each October 1

# Courses

## Required to renew at two-year intervals

- Last day of the month of initial approval, two years later
- For example, course approved on 7/14/2023, the course renewal date is 7/31/2025

## Courses allowed to be renewed twice (a total of 6 years active)

Once the renewal limit is met, the course must be resubmitted via the Course Application service

Course renewals available 60 days prior to the renewal date



# Course Renewal Dates

Courses approved prior to January 1, 2018, **are not eligible** for renewal and **will be inactivated** on **December 31, 2023**.

Courses approved in 2018 will remain active until the last day of approval month in 2024. **Courses will not be eligible for renewal.**

Courses approved in 2019 will remain active until the last day of approval month in 2025. **Courses will not be eligible for renewal.**

Courses approved in 2020 will have a renewal date of the last day of approval month in 2024. Courses will be eligible to renew 1 time.

Courses approved in 2021 will have a renewal date of the last day of approval month in 2025. Courses will be eligible to renew 1 time.

Courses approved in 2022 will have a renewal date of the last day of approval month in 2024. Courses will be eligible to renew 2 times.

Courses approved in 2023 will have a renewal date of the last day of approval month in 2025. Courses will be eligible to renew 2 times.

# Instructors

Effective 7/28/2023, the paper application process is discontinued

Applications submitted electronically, independent of the provider or course

Instructors will be approved to teach specific course categories

Once approved, instructors can teach courses for any provider

Instructors must be approved for the same course category(ies) as the course

Instructors are required to renew 12/31 of **odd** years

First instructor renewals are **due December 31, 2023**

**Renewals will be available 11/1 of odd years**

# Instructors

**New** instructor application is required for **all** instructors

There will be a 2-week grace period to submit applications **with no fees**

- July 28, 2023 – August 11, 2023
- Fees begin August 12, 2023
- Demographic information and a resume/bio must be attached
- If an instructor application is not submitted by August 11, 2023, the instructor will be inactivated

**Note:** Instructors already included with a course offering – once the instructor's application is approved, no action is required by the provider

Instructors with an active date between July 28, 2023 – December 31, 2023, will be required to renew by December 31, 2023, for the following two-year term.

# Georgia Education Fees

Transaction Type	Fee	Timing Notes
Provider Application	\$105.00	
Provider Renewal	\$55.00	October 1 annually
Continuing /Pre-licensing Education Course Application	\$25.00	
Continuing/Pre-licensing Education Course Renewal	\$25.00	First renewals begin in January 2024; renewals are available 60 days prior
Instructor Application	No fee \$15.00 \$25.00	July 28, 2023 – August 11, 2023 August 12, 2023 – December 31, 2023 January 1, 2024 and later
Instructor Renewal	\$25.00	December 31 of odd years; begins December 31, 2023

**NOTE:** For all other Education services in GA, no fees are charged.

# Sircon online education services – *for education providers*

- Classroom Offering Maintenance
- Continuing Education Course Application
- Pre-licensing Education Course Application
- Continuing Education Course Completions
- Pre-licensing Education Course Completions
- Course Renewal
- Provider Application
- Provider Renewal
- Instructor Application
- Instructor Renewal
- Available Course Offerings Inquiry
- Approved Courses Inquiry
- Approved Provider Inquiry
- Approved Instructor Inquiry
- Continuing Education Transcript Inquiry
- Pre-licensing Education Transcript Inquiry
- Education Activity Inquiry
- Course Completion Status Inquiry

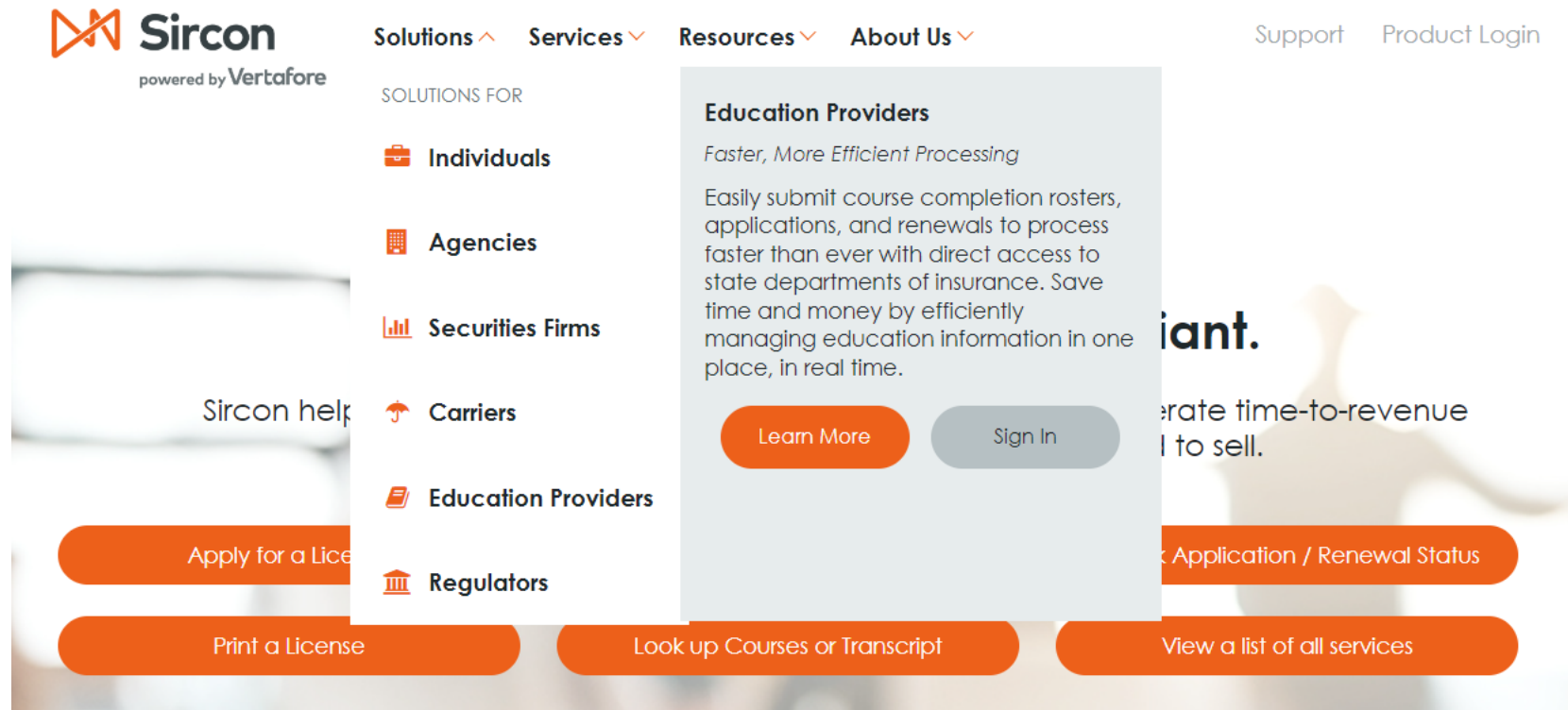
# Sircon online education services – *for individuals*

- Instructor Application
- Instructor Renewal
- Available Course Offerings Inquiry
- Approved Courses Inquiry
- Approved Provider Inquiry
- Approved Instructor Inquiry
- Continuing Education Transcript Inquiry
- Pre-licensing Education Transcript Inquiry
- CE Exemption or Extension Request

# Live Demonstration

# Getting started

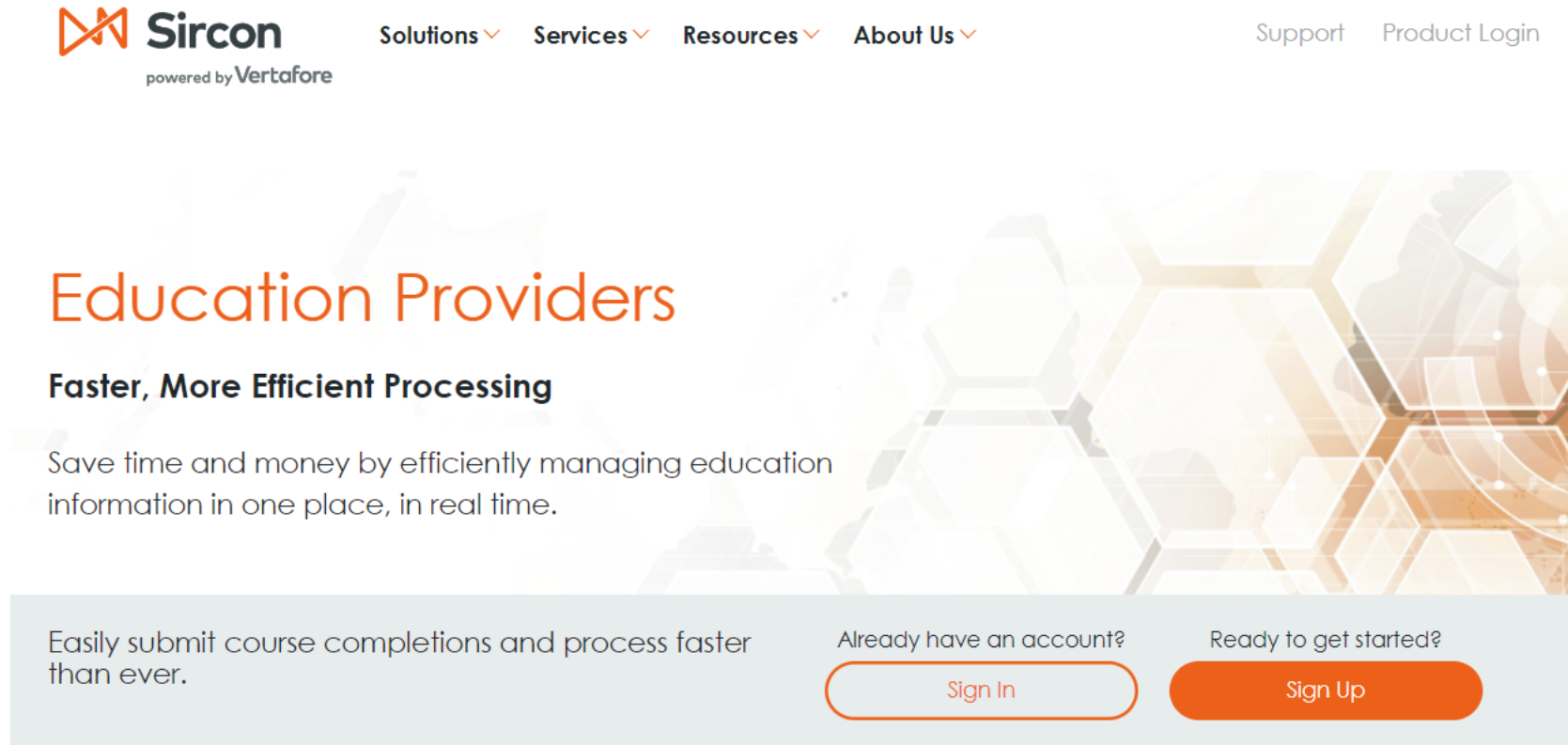
1. Go to [www.sircon.com](http://www.sircon.com)
2. Click on the link for Education Providers under Solutions





# Getting started

3. Complete Vertafore's provider registration form
4. Vertafore will send you login information via email and call you with the secure password for your account.



The screenshot shows the Sircon website header with the logo "Sircon powered by Vertafore" and navigation links: "Solutions", "Services", "Resources", "About Us", "Support", and "Product Login". The main content area features the heading "Education Providers" and the sub-heading "Faster, More Efficient Processing". Below this is a paragraph: "Save time and money by efficiently managing education information in one place, in real time." At the bottom of the main content area, there are three sections: "Easily submit course completions and process faster than ever.", "Already have an account?" with a "Sign In" button, and "Ready to get started?" with a "Sign Up" button.

**Sircon**  
powered by Vertafore

Solutions ▾ Services ▾ Resources ▾ About Us ▾

Support Product Login

## Education Providers

### Faster, More Efficient Processing

Save time and money by efficiently managing education information in one place, in real time.

Easily submit course completions and process faster than ever.

Already have an account?  
Sign In

Ready to get started?  
Sign Up

# Insurance Back Office Administrator – Pearson VUE



Delivers insurance licensing examinations



Conducts exam review workshops and job task analysis



Creates and distributes exam content outlines



Performs initial review of all provider, course, and instructor applications based on guidelines from GA



Ensures compliance with program standards, policies and procedures on behalf of GA



Point of contact for insurance licensing and education communications through e-mail, toll-free phone numbers and the Pearson VUE and GA web sites.

# Technology Provider - Vertafore



Provides the systems solution for the insurance licensing and education program



Maintains an integrated database that tracks all insurance licensees, companies and provider and course information for agents, agencies, navigators and producers



Enables providers the ability to process transactions electronically through Vertafore's Sircon Online Services – [Sircon.com](https://www.sircon.com)



Questions regarding the services available on [sircon.com](https://www.sircon.com) should be directed to Vertafore

# Customer Support

## **Need technical assistance. How do I contact Vertafore?**

Vertafore

Telephone: (877) 876-4430

E-mail: [sirconsupport@vertafore.com](mailto:sirconsupport@vertafore.com)

## **Questions about education. How do I contact Pearson VUE?**

Telephone: (800) 475-8304

E-mail: [ce\\_providers@pearson.com](mailto:ce_providers@pearson.com)

## **Questions about testing. How do I contact Pearson VUE?**

Telephone: (800) 274-0488

Website: [pearsonvue.com/ga/insurance](https://pearsonvue.com/ga/insurance)

# Questions

**Thank You**

