

FAQ PROVIDER RELATED

How can I become a continuing education provider in NH?

From the FOR PRODUCER/ADJUSTER link on our website, select the Continuing Education link and select the Provider contact form. On the website you will find the Provider Contact form, Course applications as well as general instructions. You should download them, complete and send to the Department along with appropriate fees and materials.

If you have courses that are currently approved in NH you need only send in the course application. The provider form is required only the first time you submit a course for review, or if you wish to update provider data (address change, change of contact etc)

How long does it take to become an approved CE provider?

You become an approved provider at the same time your course is approved.

Is there a fee to become a provider?

There is no fee to become a provider. There is a fee of \$25 for submitting a course for approval.

What are the responsibilities of an approved provider?

Providers are responsible for obtaining course approvals prior to offering a course, Offering only approved active courses, selecting qualified instructors, keeping attendance records, issuing certificates of completion to the students and transmitting accurate complete course data to State Based Systems (SBS)

How long is a provider approved for?

Provider remains approved with an "active" status as long as there is an active course associated with that provider.

Are instructors approved?

NH does not approve instructors. It is expected that a Provider will select qualified individuals to administer their course.

What is the course review fee?

The course review fee is \$25 for each line of authority. The lines of authority are Producer, Multi-line adjuster, Worker's compensation adjuster and Public Adjuster.

Who do I make the checks payable to?

Checks are made payable to "NH INSURANCE DEPARTMENT"

And mailed to:

NH INSURANCE DEPT

21 South Fruit St, Ste 14

Concord NH 03301

How long does it take to get a course approved?

Course application should be filed a minimum of 45 days prior to course commencement. Our continuing education council meets monthly to evaluate submitted materials. A decision will be issued no later than 30 after receipt of the completed application, required documents and correct fees.

How long does a course remain active?

The original course approval expires the second September 30th from approval. Thereafter, Renewal of a course is two full years.

How are courses renewed?

The department mails a renewal notification approximately 90 days prior to course expiration. The provider is instructed to renew the courses due to expire online with SBS by using the credit reporting link. The renewal function is turned on for limited amount of time. Renewals must be processed no later than 9/30.

What is the fee to renew a course?

The fee to renew a course is \$25 each for another 2 years.

How will I know if a course application has been approved?

The Department will mail out notification within a week of approval. Course approvals can also be viewed on the Provider Summary screen once logged into the SBS Course Reporting System.

What is the maximum number of credit hours allowed for a course?

For Producers, a classroom course can be approved from a maximum of 24 credit hours and self-study courses have a maximum of 21 credit hours.

For Multi-line and Worker's Comp Adjusters, classroom courses are a maximum of 20 credit hours and self study 15 credit hours.

For Public Adjusters, a classroom course may have a maximum of 15 credit hours and the maximum on self study is 10 credit hours.

What are the requirements for submitting completed course information for the students?

Providers must submit all completed course information using the State Based Systems internet credit recording procedure. It is recommended that course information be entered within 15 days of course completion. The course reporting fee is \$1 per course credit and is paid with a credit card at the time of course credit reporting.

If a student roster is paid for and recorded in error will I receive a refund or credit?

No, the fee covers the SBS processing costs. Refunds or credits are not issued. The Department should be notified if the credits will need to be removed from a transcript.

As an approved provider, can I view my CE information?

Yes, a detailed provider summary showing name, address, contact information, approved courses with effective and expiration dates is available when logged into the online credit reporting system.

As an approved provider, how long must we maintain records of continuing education records?

Per Administrative Rules 1300; Records must be maintained for six years.

Is there a technical support to assist with the internet credit reporting procedure?

SBS telephone number is 816-783-8450 or sbshelp@naic.org.

SBS manual is available for downloading on Department website.