

## FAQ PROVIDER RELATED

INS 1300 [http://www.gencourt.state.nh.us/rules/state\\_agencies/ins1300.html](http://www.gencourt.state.nh.us/rules/state_agencies/ins1300.html)

*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.

*How do I file a course?*

NH course applications are on our website , [www.nh.gov/insurance](http://www.nh.gov/insurance) select tab FOR PRODUCERS/ADJUSTERS , then red bullet for Continuing Education then under the section for PROVIDERS, select course application. **Course Applications are to be mailed in with payment and required course documentation.**

**DO NOT FILE any course ONLINE with SBS unless it is a PRODUCER course and you are using the NAIC Continuing Education Reciprocity (CER) application form.**

NH will accept the NAIC Continuing Education Reciprocity (CER) application ONLINE at State Based Systems or by mail for Producer courses only. Approval from home state must be submitted with application. NH does not accept the reciprocity application for adjuster courses. Application is on our website as well as the NAIC website.

*What is the course review fee?*

The course review fee is \$25 for each License type. The types of licenses are

Producer : (these individuals sell, solicit or negotiate insurance)

Multi-line adjuster (these individuals adjust personal property and commercial property claims.

Worker's compensation adjuster (specifically adjust workers comp claims and course content must be relevant to this license type)

Public Adjuster (These individuals do not work on behalf of insurance carriers. They are hired by the claimant to handle Fire and home-owners policy claims on behalf of the claimant.)

*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 days 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 sends 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 to SBS. 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 send 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 24 credit hours and self-study 21 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. You may also update your address at any time by logging in as well. You cannot however add new contacts. Please email or fax updated contact form to the Department.

*Can I remove a course from our list of approved courses?*  
No. If a provider no longer wishes to offer a course, please send an email to the department requesting termination of a course offering. [Joan.D.LaCourse@ins.nh.gov](mailto:Joan.D.LaCourse@ins.nh.gov), [Cheryl.L.Gagnon@ins.nh.gov](mailto:Cheryl.L.Gagnon@ins.nh.gov) or [Producerquestions@ins.nh.gov](mailto:Producerquestions@ins.nh.gov).

*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 816-783-8990 or [sbshelp@naic.org](mailto:sbshelp@naic.org).