Pearson VUE

Indiana Department of Insurance (IDOI) & Pearson VUE

Industry Day

May 8, 2019

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Meeting Participants

Indiana Department of Insurance

Randall Evans, Deputy Commissioner, Agency Services

Matt Tapp, Director of Navigator Program

Dikitra Jefferson, Education Coordinator

Beth Miller, Team Lead Agency Services

Jenifer Groth, Deputy Commissioner, Communication and Personnel

Rebecca Vaughan, Long Term Care Assist/Review Specialist

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Christopher Herbst, Business Development Manager

Amy Posse, Program Manager

Cindy Gossett, Senior Content Developer

Tom Magallanes, Executive Director, Business Development

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Meeting agenda

Introductions

IDOI updates

Pearson VUE overview

Scheduling & Examination process

Content Development overview

Questions

Committed to

your test
your team &
your candidates' future

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IDOI Updates

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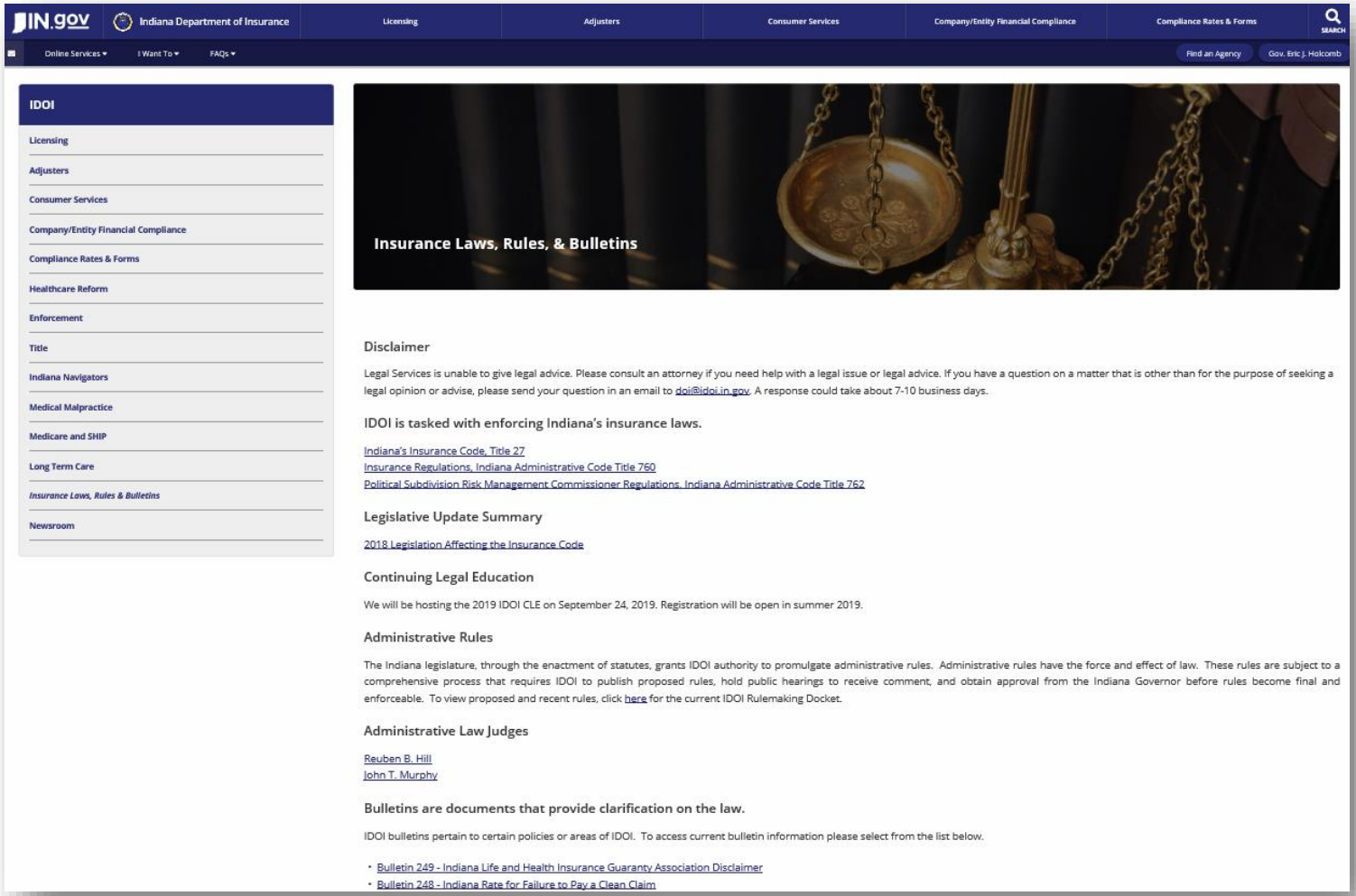
Legislative Updates and Bulletins

The following information can be found by accessing the IDOI Website

- Legislative Updates
- Departmental Bulletins (IDOI interpretation of state law)
- Administrative Rules
- https://www.in.gov/idoi/2591.htm

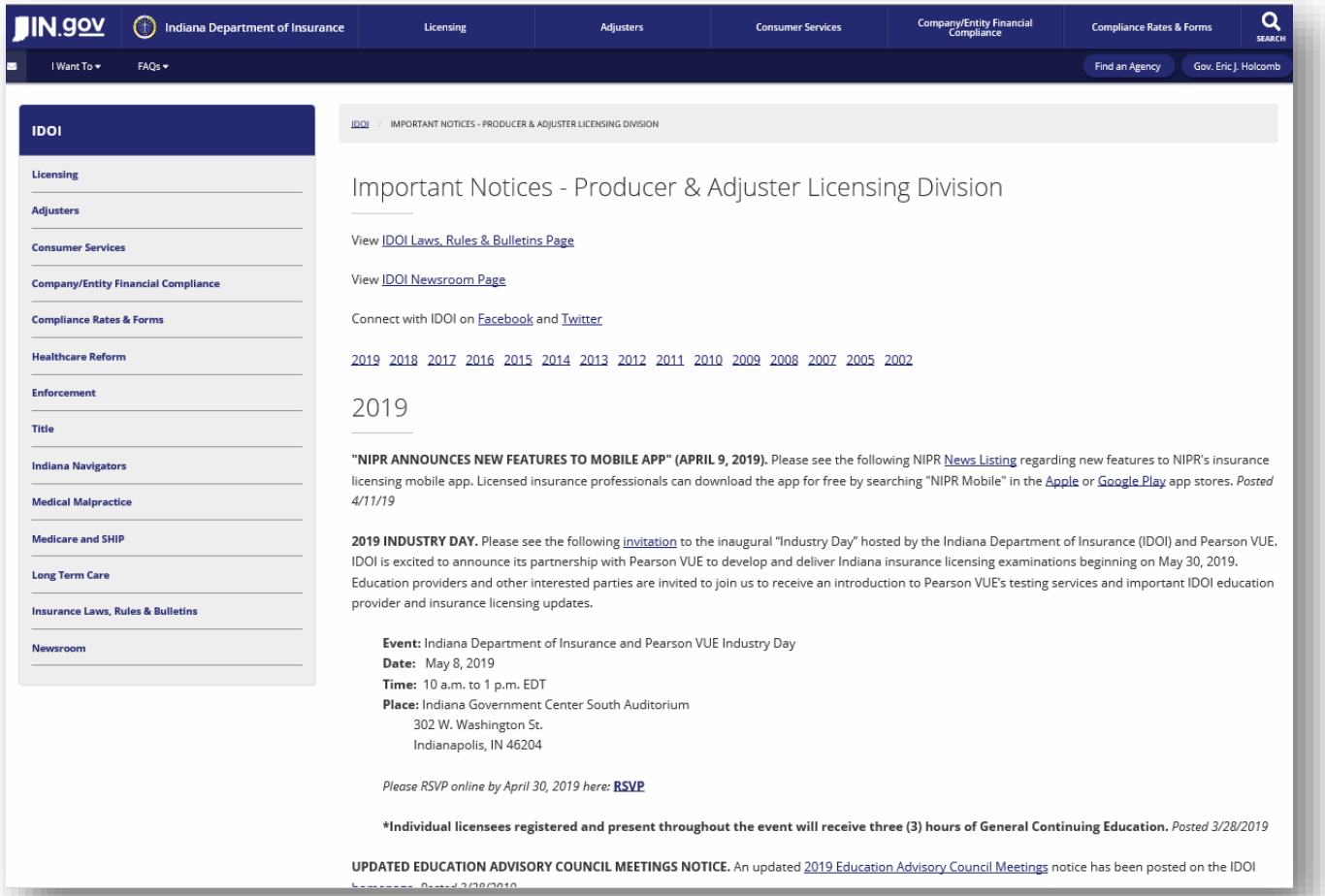


IDOI Licensing

Important Notices

- All changes to licensing requirements
- Form submission updates
- Legislative updates
- Notification to CE and PE providers e.g. Course Outlines
- Feedback for improvement:
  - application/education/exam processes, website, etc.

    https://www.in.gov/idoi/2611.htm



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Pre-licensing and Continuing Education

Updated Course Materials

- Pre-Licensing course material should follow but not be limited to the topic specific Course Outline(s) published and posted to the IDOI website **https://www.in.gov/idoi/2480.htm**
  - Applicants should not be solely taught to pass the exam but be properly educated on the insurance products, applicable laws, processes and Line of Authority to which they have applied
- Continuing Education (online or classroom) course material is required to be reviewed and approved by the Department of Insurance before being published and delivered

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Course Material Update Requirements

- Effective June 1, 2019 any updates to course materials must be submitted to the IDOI **before** being implemented and delivered to include:
  - Pre-licensing and Continuing Education
  - Reprinted or republished books
  - Slideshow presentations
  - Course handouts
  - Course outline/Agendas
  - Submit updated course material to…
    Department of Insurance Attn: Dikitra Jefferson
    311 W Washington, Indianapolis, IN 46204

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Education Advisory Council

- Meets once monthly on the 2nd Thursday of each Month
- Courses must be submitted at least one week prior to Advisory Council meeting, in order to be reviewed and approved for that particular month
- Course submissions must include:
  - Course material
  - Agenda with time-line or topic intervals
  - Outline
  - Word count
- https://www.in.gov/idoi/files/2019%20Education%20Advisory%20Council%20Meetings.pdf

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Course Audits

- IDOI representative may appear unannounced in classroom or registered online course to ensure adherence and compliance
  - Adherence to delivery of course material as submitted and approved
  - Class duration: No early outs
  - Sign in/Sign out: Late arrivals refused admittance or reduced CE hours received
  - Frequent departure from the class: Reduced hours received
  - Course and Provider approval revoked or not renewed

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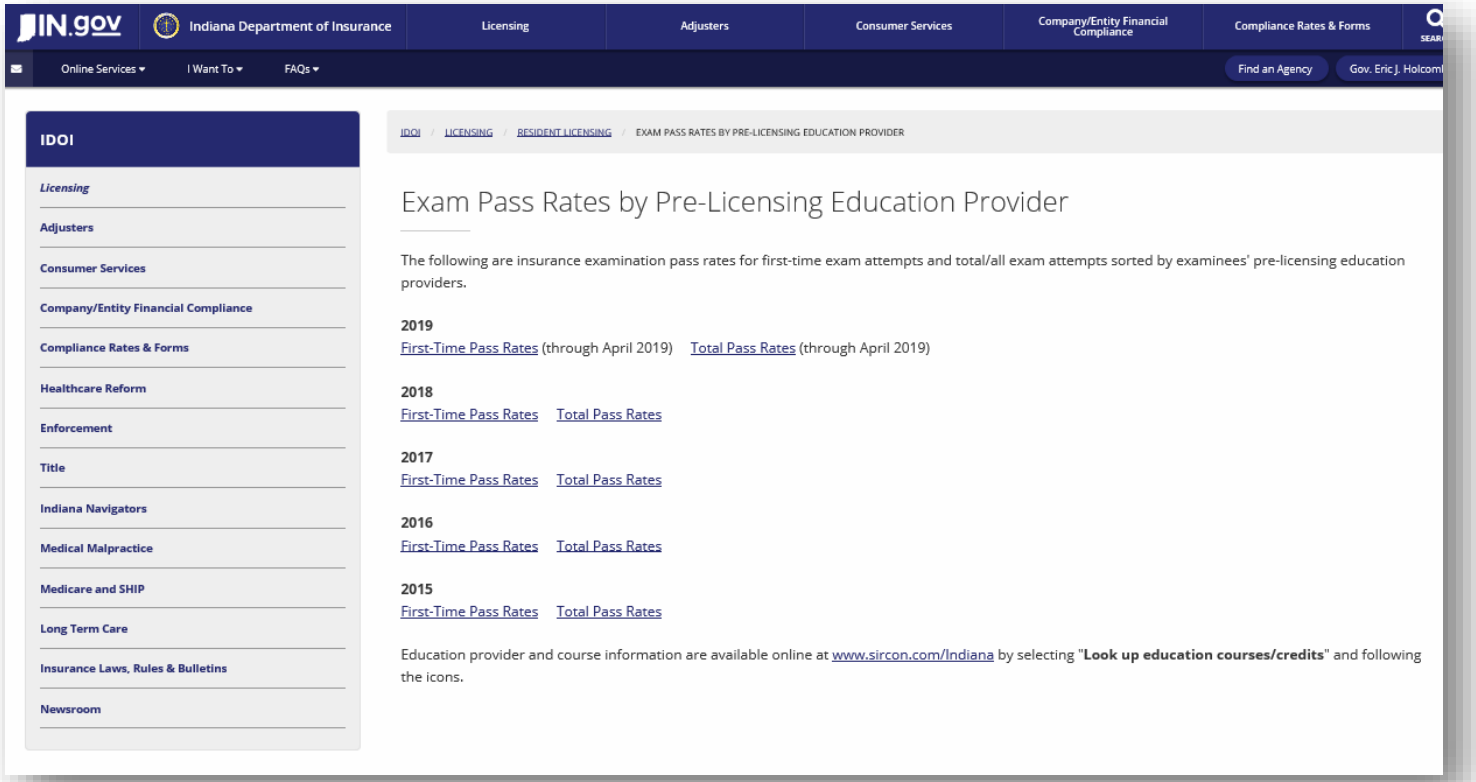
Pre-licensing Provider Pass Ratio Reports

- Data pulled by course completions submitted online by providers
- Imperative that course completions are entered correctly and as soon as possible following course completion
  - Untimely submission impacts licensee application approval
- Below 45% overall passing rate is cause for enforcement action
  - Course approval withdrawn and removed from Sircon https://www.in.gov/idoi/2481.htm



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Sircon for Individuals

- Producer Edge Discontinued
- Converted to Sircon for Individuals effective February 2019
- Valuable resource for licensing compliance
- Free License downloads
- Sircon for individuals and Agencies can be found at:
  - https://www.sircon.com/indiana

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Common Reasons for License Denials

- Any felony conviction
- Violent or dishonest misdemeanors (e.g., Battery, Conversion)
- Other professional license revocations
- Applicants can request an Appeal if the disagree with the IDOI decision

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License Renewals

- Effective January 2019 the license renewal period extended to 90 days
- IDOI sends *courtesy* reminders via the email address on record 90 days before license expiration
  - License renewal not contingent on receipt of reminder
  - Check your spam folder
- The individual agent is responsible to renew their individual Producer License timely, not the agency or company

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Service Request Form

Producer and Agency Updates

- Submit form:
  - License Cancellation or Surrender
  - Legal name changes
  - Add or remove Alias or DBA
  - https://www.in.gov/idoi/files/Service%20Request%20Form.pdf
- No form needed (online updates):
  - Contact information (address, and email telephone) updates
  - DRLP changes must be done online for producers and adjusters (not navigators) at www.nipr.com or www.sircon.com
  - IDOI no longer issues clearance letters

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Pearson VUE Overview

Christopher Herbst, Business Development Manager

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PEARSON VUE DELIVERS

14 MILLION EXAMS EACH YEAR

IN MORE THAN **20,000** TEST CENTERS IN

180 COUNTRIES. THAT IS ONE TEST DELIVERED GLOBALLY EVERY

2.2 SECONDS

A *Service company* POWERED BY *Technology*

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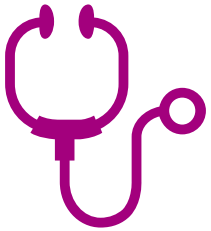
Markets in which we operate

State Occupational Licensing



Health and Medical

Transportation

Construction and Engineering

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Federal

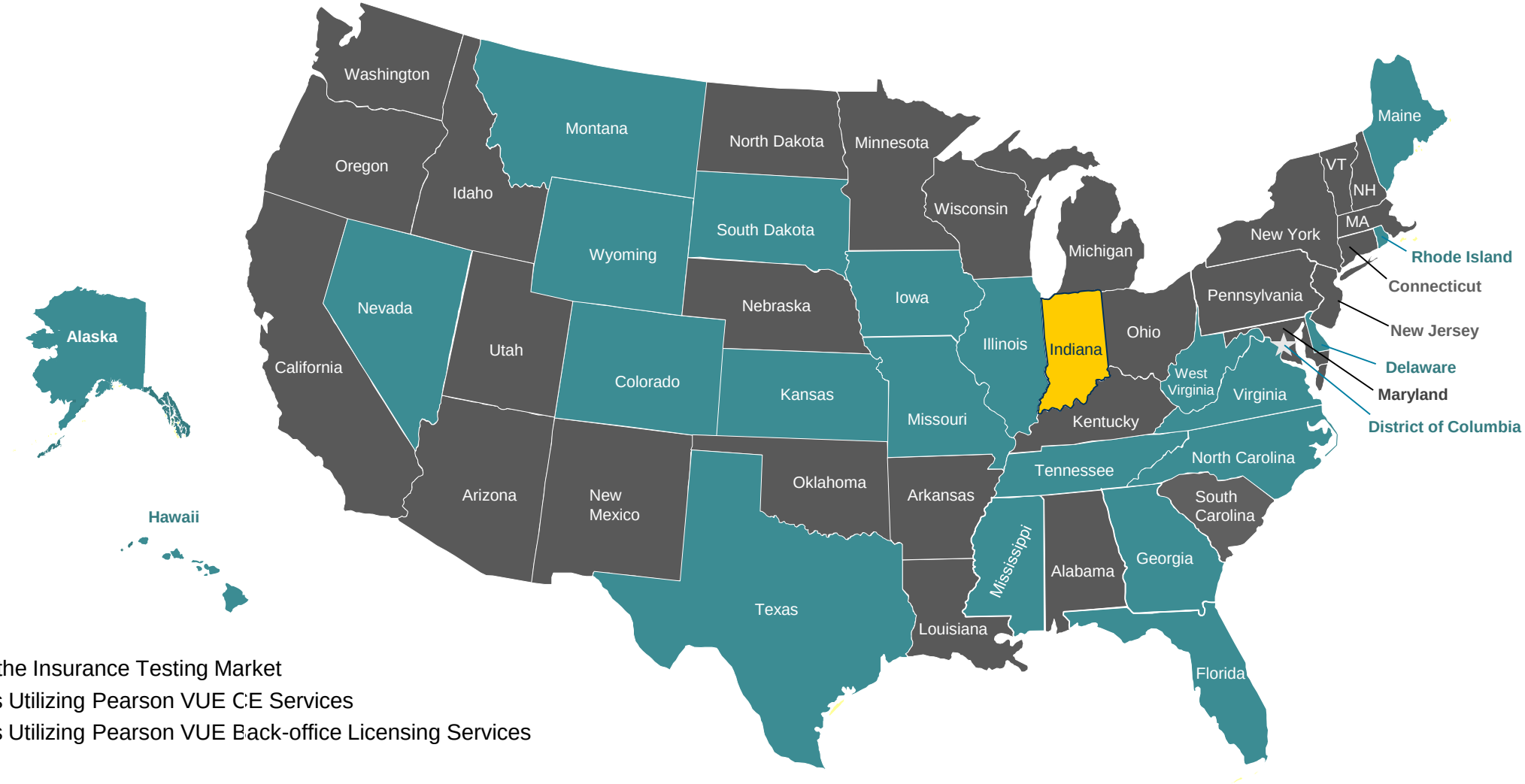
Financial Services

Academic / Educators

Military

Information Technology

Insurance clients



- 48% of the Insurance Testing Market
- 8 States Utilizing Pearson VUE CE Services
- 2 States Utilizing Pearson VUE Back-office Licensing Services

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Pearson VUE presence in the State

Indiana State Board	National Business Partner
Board of Nursing	National Council State Boards of Nursing (NCSBN)
Board of Pharmacy	National Association of Boards of Pharmacy (NABP)
Behavioral Health and Human Services Licensing Board (Social Workers)	Association of Social Work Boards (ASWB)
Department of Homeland Security (Emergency Medical Service)	National Registry of Emergency Medical Technicians (NREMT)
Department of Education (Teacher Certification)	Evaluation Systems of Pearson
Institutions of Higher Education (Indiana MBA Candidates)	Graduate Management Admissions Council (GMAC)
Medical College Admission Test (MCAT) (Indiana Medical College Candidates)	Association of American Medical Colleges (AAMC)
Indiana Professional Licensing Agency (Real Estate/Appraisers)	N/A

Over 75K exams were delivered in Indiana during 2018. Indiana residents seeking certification credentials in multiple professional disciplines utilize the Pearson VUE test center network. Examples include a number of medical specialties, inventory control, payroll, technology, etc.

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Test Center Network

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Test Center locations

Indianapolis:
- Company-owned (2)
- Ivy Tech campus (2)

Legend	
	Company-owned and -operated (6)
	Ivy Tech Campus Locations (25)
	Partner Location – Ball State (1)

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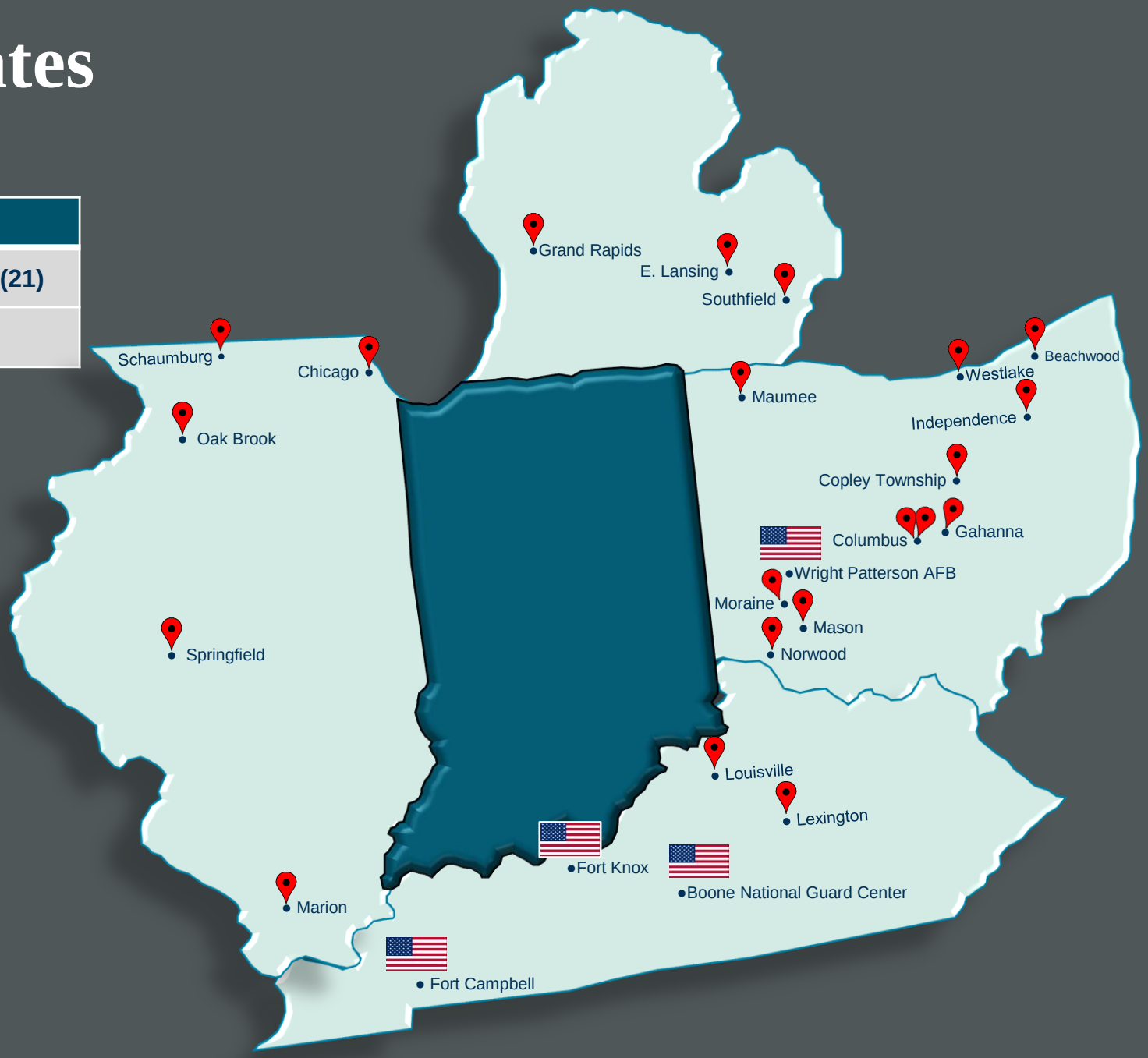
Neighboring states

Legend	
	Company-owned and -operated (21)
	Military locations (4)



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Pearson VUE Military Test Centers

Okinawa, Japan

USS Abraham Lincoln

Camp Prosperity, Iraq

Hickam AFB Pearl Harbor

FOB Sharana Afghanistan

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"We've worked hard through the Future Ready Iowa and Home Base Iowa initiates to make sure that we help connect service members and their families to high quality, good paying jobs right here in Iowa."

- Governor Kim Reynolds

https://governor.iowa.gov/2018/10/gov-reynolds-announces-camp-dodge-now-serving-as-insurance-producer-licensing-test-center

iowa insurance division

FOR IMMEDIATE RELEASE: Monday, October 29, 2018

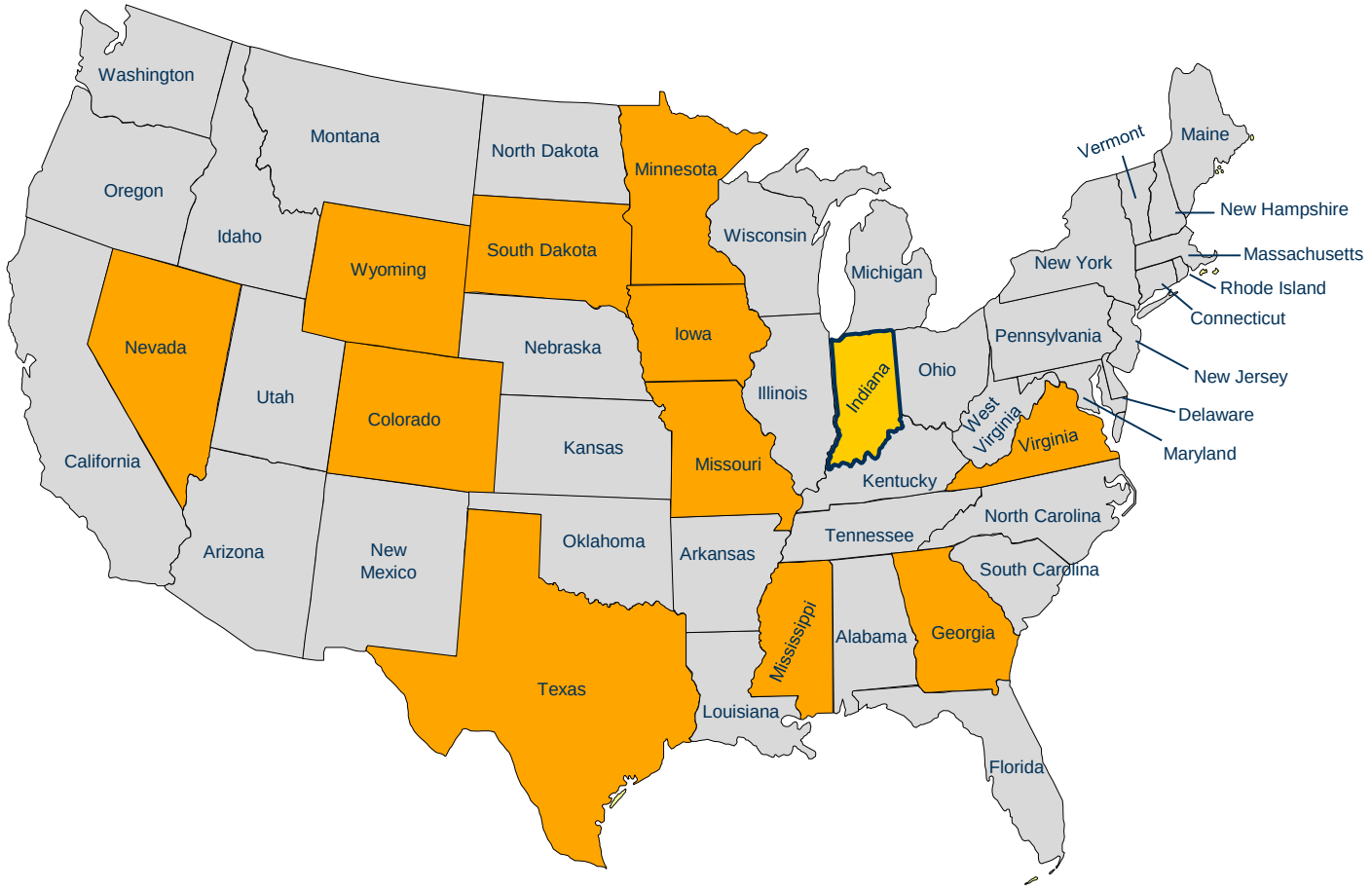
Contact: Brenna Smith, Governor's Office, (515) 281-5211

Chance McElhaney, Iowa Insurance Division, (515) 242-5179

Gov. Reynolds announces Camp Dodge now serving as insurance producer licensing test center

Vertafore Partnership

- Nearly 123K candidate result files transmitted to Vertafore annually
- Providing comprehensive Continuing Education (CE) Services to state regulatory bodies
  - ✓ Instructor review
  - ✓ Course review
  - ✓ Provider review
  - ✓ CE banking



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Scheduling & Examination process

Amy Posse, Program Manager

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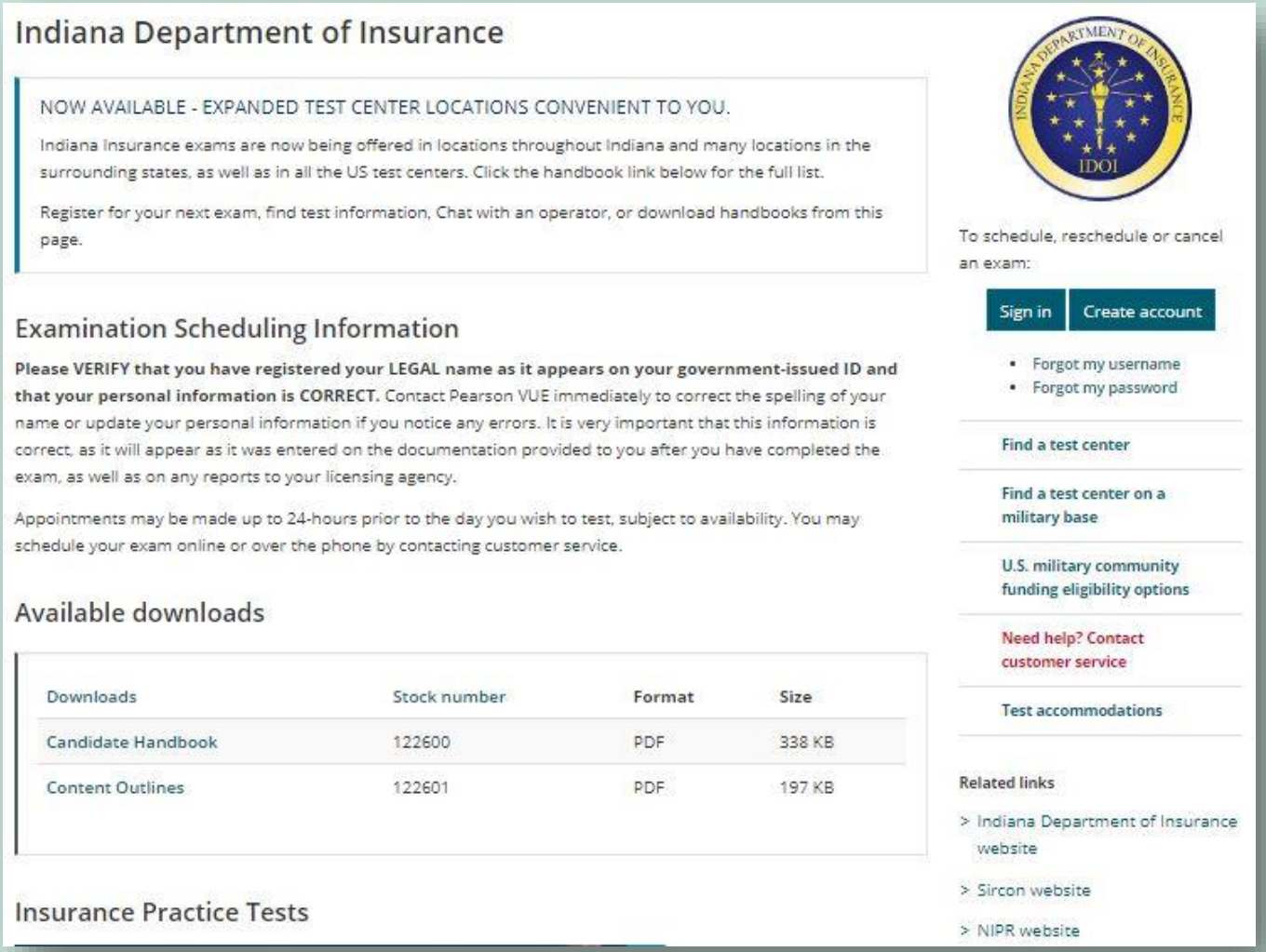
Indiana Department of Insurance landing page

The landing page contains useful information, such as:

- Candidate handbook
- Content outlines
- Exam registration information
- ADA accommodations
- Practice exams (National portion)
- Other information:
  - Indiana Department of Insurance website
  - Sircon website
  - NIPR website
- Please visit: http://www.pearsonvue.com/in/insurance/



Indiana Department of Insurance

NOW AVAILABLE - EXPANDED TEST CENTER LOCATIONS CONVENIENT TO YOU.

Indiana Insurance exams are now being offered in locations throughout Indiana and many locations in the surrounding states, as well as in all the US test centers. Click the handbook link below for the full list.

Register for your next exam, find test information, Chat with an operator, or download handbooks from this page.

Examination Scheduling Information

Please VERIFY that you have registered your LEGAL name as it appears on your government-issued ID and that your personal information is CORRECT. Contact Pearson VUE immediately to correct the spelling of your name or update your personal information if you notice any errors. It is very important that this information is correct, as it will appear as it was entered on the documentation provided to you after you have completed the exam, as well as on any reports to your licensing agency.

Appointments may be made up to 24-hours prior to the day you wish to test, subject to availability. You may schedule your exam online or over the phone by contacting customer service.

Available downloads

Downloads	Stock number	Format	Size
Candidate Handbook	122600	PDF	338 KB
Content Outlines	122601	PDF	197 KB

Insurance Practice Tests

To schedule, reschedule or cancel an exam:

Sign in | Create account

- Forgot my username
- Forgot my password

Find a test center

Find a test center on a military base

U.S. military community funding eligibility options

Need help? Contact customer service

Test accommodations

Related links

> Indiana Department of Insurance website

> Sircon website

> NIPR website

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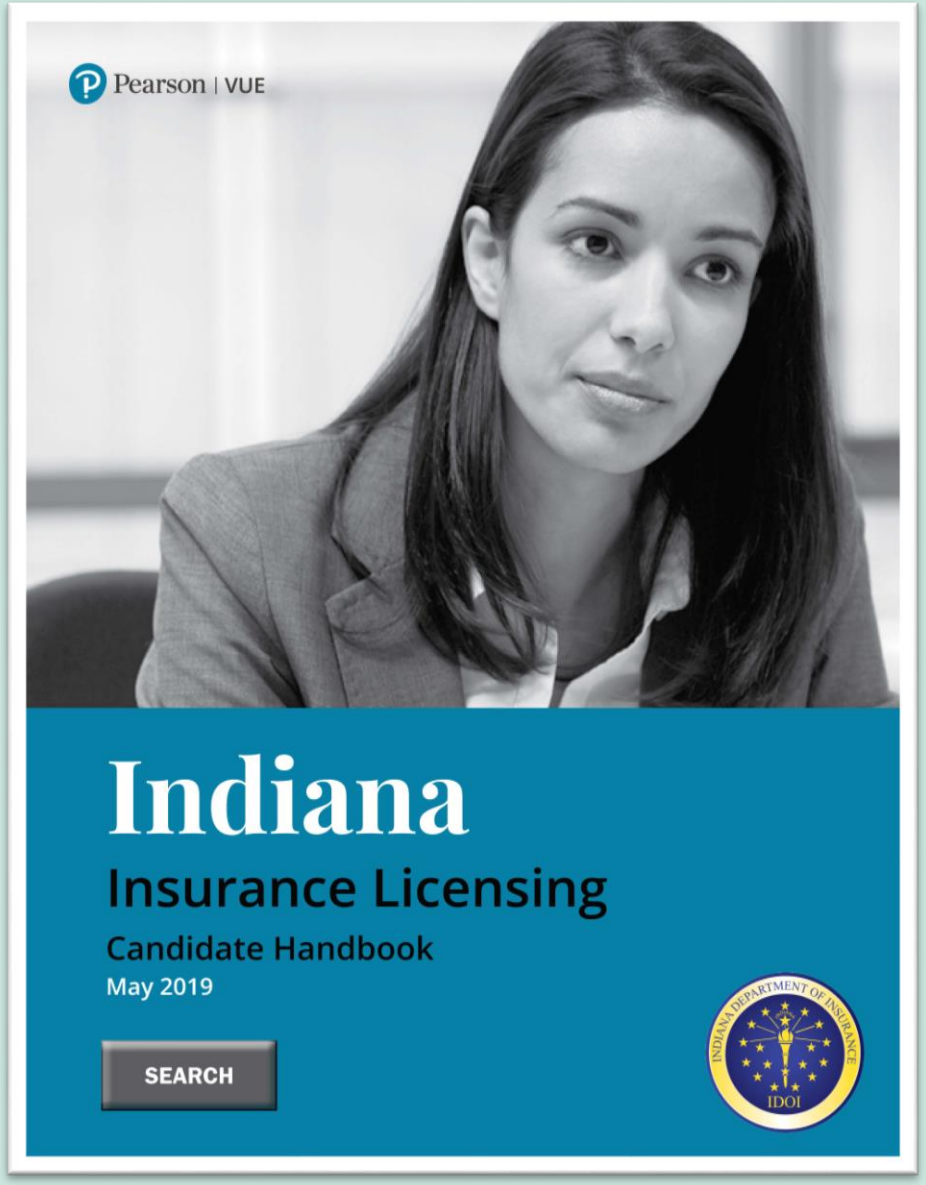
Candidate handbook

- Candidate handbooks will be available online on the Indiana Department of Insurance landing page: http://www.pearsonvue.com/in/insurance/
- Candidates are encouraged to read through the handbook before registering for an exam



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Exam registration

Two scheduling options

- Web
  - http://www.pearsonvue.com/in/insurance/
  - Available 24/7
  - Mobile- and tablet-friendly
- Contact Center
  - (866) 895-0496
  - M-F: 8am-11pm; Sat: 8am-5pm; Sun: 10am-4pm (all in Eastern time)

Live Chat agents also available for assistance

- M-F: 9am-6pm (Eastern time)

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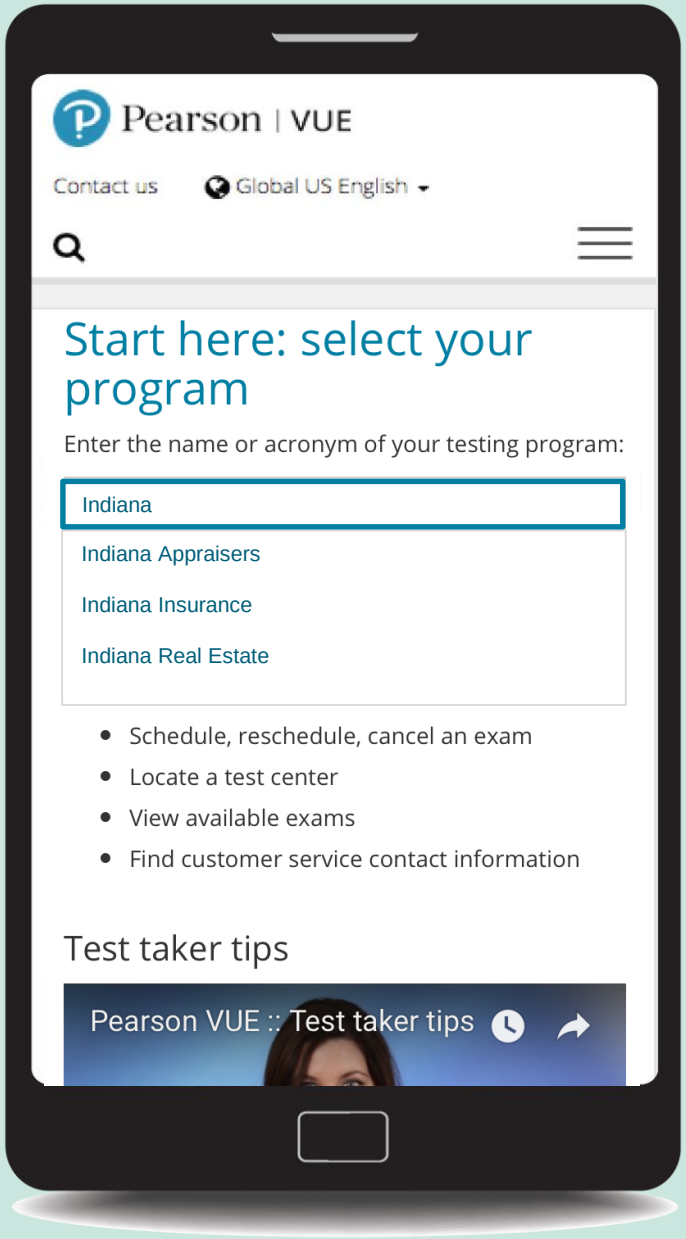
Mobile Friendly

- Registration is mobile friendly end to end
- Smart search to find a test program



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Exam registration

- Registrations can be made up to one day in advance
- Cancellation / reschedule policy: 48 hours
- Acceptable forms of payment:
  - Credit/Debit Card
  - Voucher
- Series of registration questions:
  - License type
  - PLE course completion date (if applicable)
- Confirmation / Reschedule / Cancellation notices e-mailed following registration activity

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Exam registration (continued)

- **IMPORTANT!** Demographic information **must** be entered correctly and/or verified at the time of registration
  - Name of registration match exactly identification
  - Social Security Number and Date of Birth **must** be correct
- No-shows/failure to cancel within 48 hours results in forfeited exam fees

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Exam registration

Excused absences

- Excused absences within 48 hours require documentation. Absences may be excused for the following reasons:
  - Illness of candidate or immediate family member
  - Death in the immediate family
  - Disabling traffic accident
  - Court appearance or jury duty
  - Military duty
  - Weather emergency
- Three (3) ways to send in documentation:
  - By email: pearsonvuecustomerservice@pearson.com
  - By phone: (866) 895-0496
  - By mail: Pearson VUE/IN Insurance, Attn: Regulatory Program
    5601Green Valley Dr., Bloomington, MN 55437

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Group scheduling

- Reservations of four (4) or more, you will need to follow our group scheduling process
- Group Scheduling e-mail address: pvgroupreservations@pearson.com
  - Initial request form submission; does not need to include candidate demographics
  - Group Scheduling will review and approve dates or suggest alternate dates
  - **At least two weeks prior to the exam date**, a second form containing the candidate demographics and payment; Group Scheduling will set up candidate profiles and schedule each candidate
    - Time can be reduced to five (5) business days if candidates create their own profiles
  - A completed registration roster will then be e-mailed

❖ **Submit your requests as early as possible!**

❖ **Requested test dates are based on availability.**

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Accommodations

- Request for accommodations must be submitted *before* a registration is made
- All requests must include a completed form, along with supporting documentation
- Please allow up to *10 business days* for review of each case, as cases are reviewed in the order in which they are received
- Not all items require accommodations; please review our Comfort Aid List:
  https://home.pearsonvue.com/Documents/Accommodations/pvue_comfort_aids.aspx
- For full information on accommodations, please visit:
  https://home.pearsonvue.com/test-taker/Test-accommodations.aspx

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Accommodations

Standard requests

- Standard special accommodation requests include one or more of the following:
  - Time and a half
  - Double time
  - Separate room
  - Separate room and reader
  - Separate room and reader / marker
- ESL accommodations are also available

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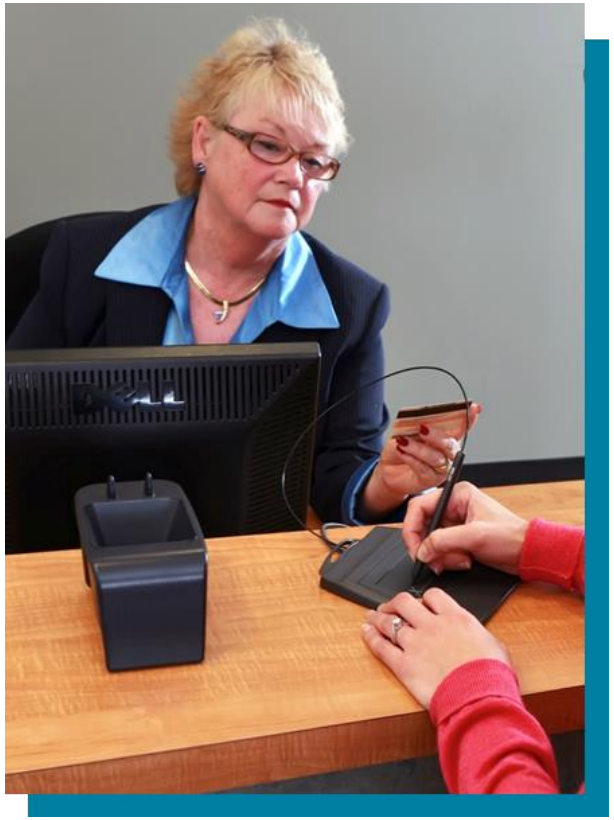
Exam delivery

- Identification requirements:
  - One (1) form of current identification must be presented
    - Must be government-issued, photo-bearing with a signature, and not expired
    - Must contain a signature
  - **Name on the identification must exactly match the name on the registration**
- Candidate must bring course completion certificate (or other required documentation)
- Candidate will have a photo and digital signature captured



- All personal belongings, including watches and wallets, must be stored in a locker provided by the test center
- Candidate should arrive 30 minutes prior to the scheduled exam time to allow adequate time for check-in
- Candidate who arrive 15 minutes or later past their scheduled exam appointment may be turned away

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On-site printed score reports

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Indiana Department of Insurance

Sally Sample
123 Street Road
Indianapolis, IN 12345
SSN: XXX-XX-1234
Date of Birth: 12/14/XXXX
Candidate ID: 123456
Exam Date: 6/15/2019

Examination Name: Life
Examination Result: **PASS**

Congratulations! You have passed the Insurance examination listed above!

Please keep a copy of this examination score report for your records.

Please note that a passing examination score is not a license. Information on how to apply for a license is available on the Indiana Department of Insurance website at in.gov/idoi.

If you have additional questions about applying for your license, please contact the Indiana Department of Insurance by phone at 317-232-2389.

The authenticity of this score report can be validated by using Pearson VUE's Online Score Report Authentication found at www.PearsonVUE.com/authenticate.
Digital Embossing eliminates the possibility of unauthorized embossing of counterfeit score reports.

Registration Number: 123456789 *Validation Number: 123456789*

SAMPLE

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Indiana Department of Insurance

Sally Sample
123 Street Road
Indianapolis, IN 12345
SSN: XXX-XX-1234
Date of Birth: 12/14/XXXX
Candidate ID: 123456
Exam Date: 6/15/2019
Examination Name: Life

Exam Result: **FAIL** Passing Score: **70** Your Score: **49**

We regret to inform you that you did not pass the examination listed above. The graph below shows your performance in the major content areas of the test and your numeric score is shown above.

You must wait twenty-four (24) hours before scheduling a new exam.

You may make a reservation online by visiting **www.pearsonvue.com**. You may also call Pearson VUE at 1-866-895-0496 (toll free) for an examination reservation. Telephone reservation hours (Eastern Time) are 8 a.m. to 11 p.m. Monday – Friday; 8 a.m. to 5 p.m. on Saturdays; and 10 a.m. to 4 p.m. on Sundays.

Retain this score report and your prelicense course completion certificate for your records.

General Exam Section

CONTENT AREA	LOW	HIGH
I. Types of life policies		
II. Life policy riders, provisions, options & exclusions		
III. Completing the application, underwriting, and delivering the policy		
IV. Taxes, retirement, and other insurance concepts		

State Exam Section

CONTENT AREA	LOW	HIGH
I. Indiana laws & rules common to all lines of insurance		
II. Surplus lines common to personal & commercial		
III. Personal lines regulations		
IV. Commercial lines regulations		

This diagnostic information is provided for general guidance only. It is recommended that you study all content areas before retaking the examination.

The authenticity of this score report can be validated by using Pearson VUE's Online Score Report Authentication found at www.PearsonVUE.com/authenticate.

Digital Embossing eliminates the possibility of unauthorized embossing of counterfeit score reports.

SAMPLE

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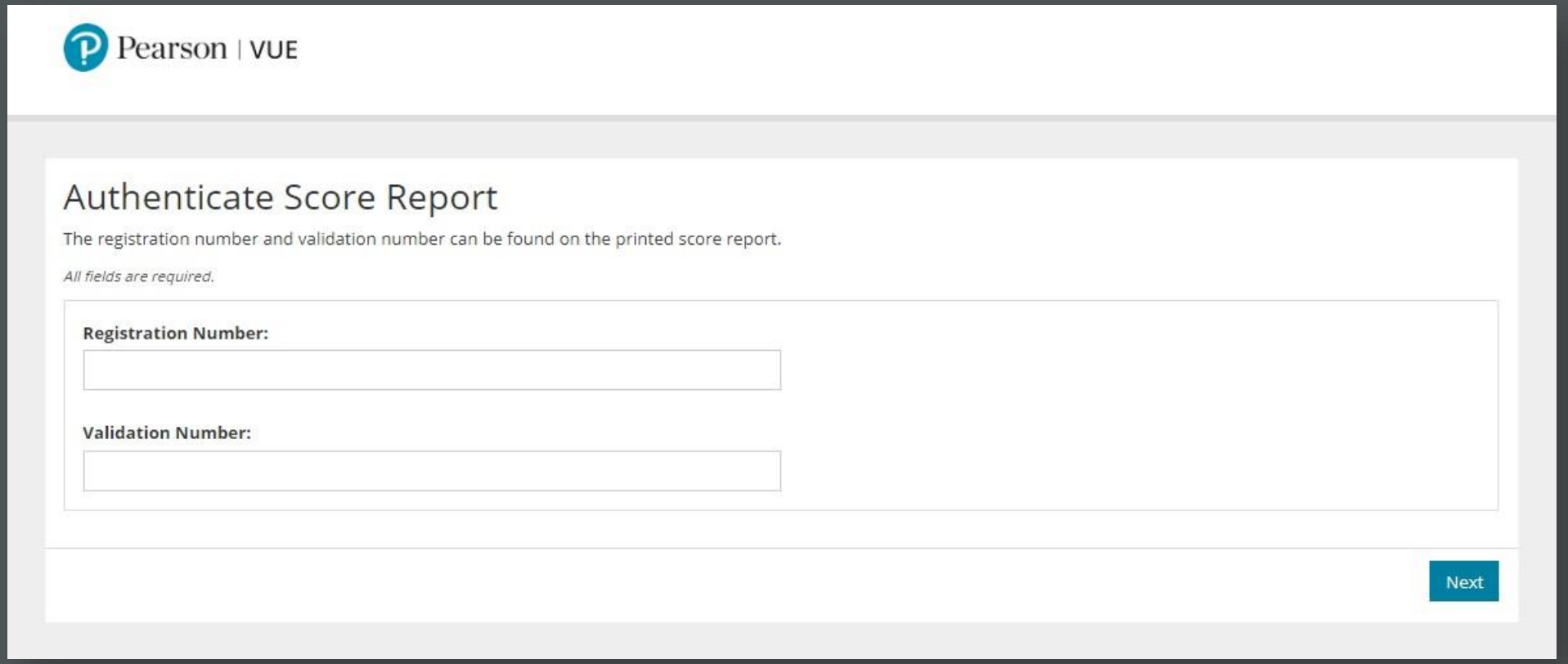
Online score report authentication



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Exam fees and lengths

Exam Name	Length (Minutes)	Fee
Life	120	$69
Health	120	$69
Life & Health (L&H)	180	$69
Property & Casualty (P&C)	180	$69
Personal Lines	120	$69
Bail/Recovery Agent	60	$50
Surplus Lines	60	$50
Public Adjuster	60	$50
Life Laws & Regulations	60	$50
Health Laws & Regulations	60	$50
L&H Laws & Regulations	60	$50
P&C Laws & Regulations	60	$50
Navigator	90	$50

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Content Development Overview

Cindy Gossett, Senior Content Developer

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Content Development

- How is the content developed?
- What does the test cover?
- Pearson VUE's style and standards
- Scoring

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Exam content development

- General section
  - Based on Job Task Analysis (JTA) conducted by Pearson VUE
    - The most recent JTA was completed in 2015, with new exams published in 2016
    - SMEs cumulatively licensed across all 50 states
    - Planning the next JTA now
- State laws and rules
  - Based on Indiana statutes and regulations
  - Outlines & weightings are determined by the Indiana Department of Insurance (IDOI) and industry subject matter experts (SMEs)

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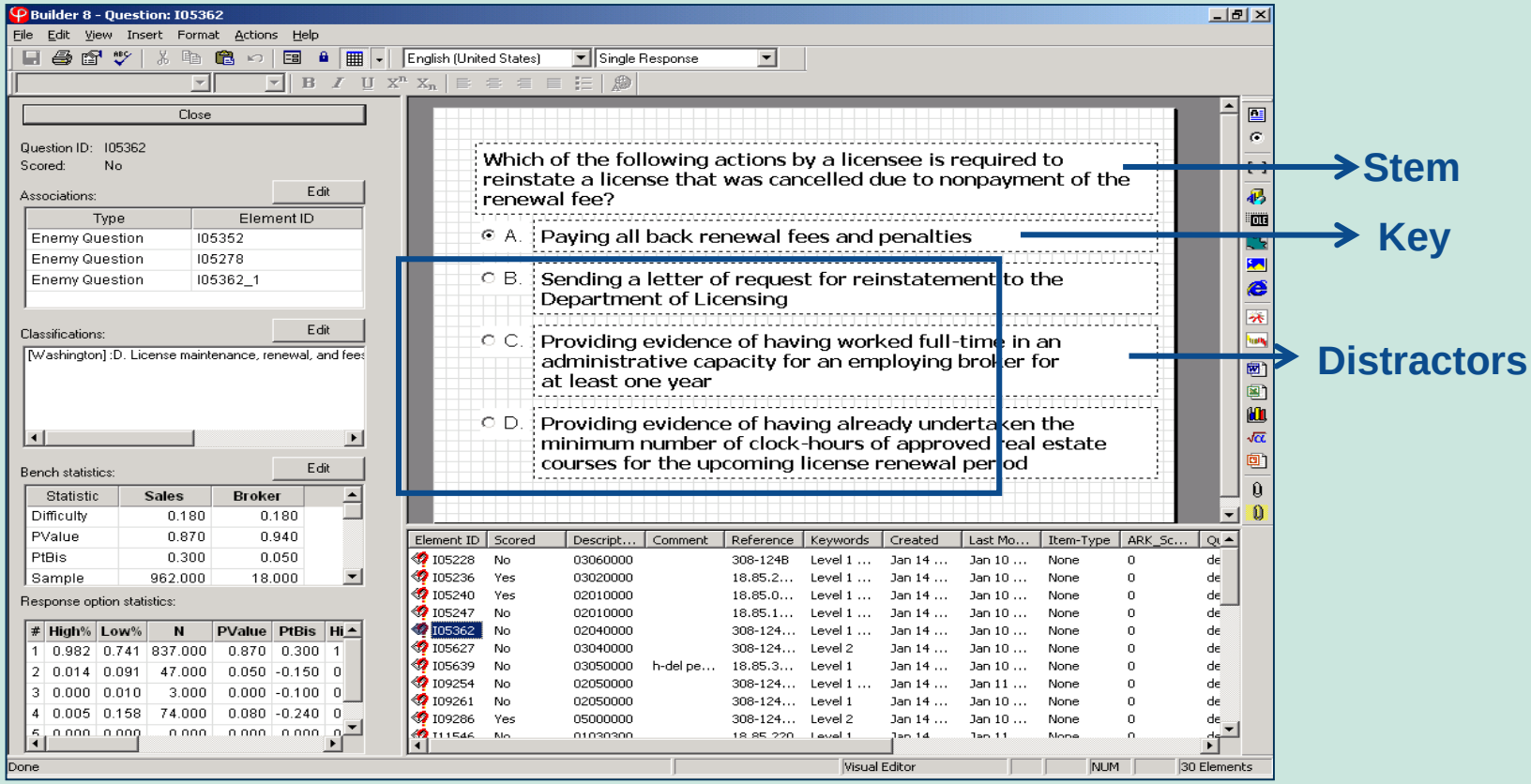
How are Pearson VUE items validated?

Item review criteria for validity:

- ✓ Is the key the correct answer?
- ✓ Is it the only defensible correct answer?
- ✓ Is the item appropriate for this particular entry-level examination?
- ✓ Is it up-to-date given current state laws & rules?



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Pretest questions

- Are being “tried out” to assess if they are:
  - Too easy
  - Too difficult
- Do not count toward the candidate’s final score
- Are mixed in with scored items, so they are indistinguishable to the candidate
- For example, the Indiana Life Examination consists of:
  - General Knowledge section has 50 scored + 10 pretest items
  - State section has 30 scored + 5 pretest items

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Pearson VUE styles and standards

- All 4-option multiple-choice items (questions)
  - Answer options are A, B, C, & D
- Completion vs question item stems
- No “trick” items
- All items have equal weighting (except pretest – no weight)
- No penalty for guessing

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Pearson VUE styles and standards

- Reviewed and updated major lines exams
  - Life
  - Health
  - Life/Health
  - Property/Casualty
  - Personal Lines
- Limited Lines exams left as is until we can convene a group of subject matter experts
  - Bail/Recovery
  - Surplus Lines
  - Public Adjuster
  - Navigator

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Scoring and equating

- Exam forms are reliable:
  - Two candidates possessing equal ability levels should receive comparable exam scores regardless of:
    - Exam form
    - Test center location
    - Date of exam
- Passing score for Indiana is a 70 on a scale ranging from 0-100
- Diagnostics are provided on failing score reports
- Passing point is a “level of difficulty” established by a cut-score study at minimum level of competence
  - Standard setting conducted with Indiana subject matter experts in mid-April

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Thank you!

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