

IDOI Agency Services Update

By Matt Tapp

The past year has been challenging for all amid the COVID-19 public health emergency.

For insurance professionals and organizations, one challenge has been ensuring that licensing requirements and needs are fulfilled amid widespread business shutdowns and conversions to remote work environments and processes. There have also been the various personal and professional impacts the pandemic has had on individuals and businesses.

Here are some of the ways that the Indiana Department of Insurance (IDOI) sought to curb the effects of the pandemic for IDOI license holders and candidates:

1. Implementing a series of license renewal and continuing education (CE) extensions during the first several months of the pandemic.
2. Approving additional extensions or waivers of license renewal requirements for COVID-19 extenuating circumstances.
3. Approving the conversions of in-person classroom courses and course exam proctoring to virtual/online platforms.

4. Allowing insurance agencies or companies to apply to act as third-party exam sites.
5. Additional exam deadline extensions and accommodations for license candidates.

While these responses to the COVID-19 public health emergency may be temporary, the following IDOI licensing process improvements and guidelines implemented over the past year are intended to better serve the licensing needs of Indiana insurance professionals and organizations amid the pandemic and beyond.

[Online/Remote Proctoring Available for All IDOI Insurance Exams.](#)

Effective September 22, 2020, all IDOI insurance license examinations may now be taken remotely (e.g., at home or work) through OnVUE—Pearson VUE's online proctoring service. There are no additional fees for using the service. Scheduling of OnVUE exams, as well as information on the requirements, policies and procedures of online exams, is available through the IDOI OnVUE webpage at home.pearsonvue.com/in/insurance/onvue.

In addition, IDOI exams may continue to be scheduled to be taken onsite at Pearson VUE, Ivy Tech and Ball State testing centers. Through February 2021, nearly 1,200 Indiana insurance exams (1/3 of all exams) have been taken online.

[Updated License Reporting Requirements and Resources Webpage](#)

Information on license reporting requirements and resources for Indiana insurance agents and agencies has been updated online at in.gov/idoi/2450.htm. This webpage is intended to be the most comprehensive and up-to-date listing of license reporting requirements and resources with the Indiana Department of Insurance. Licensed agents and agencies are encouraged to review and reference the webpage on an ongoing basis.

[Agency Services/Licensing Email Listserv](#)

A new Agency Services/Licensing e-mail subscription feature has been created in order to receive the latest licensing news and updates from the IDOI Agency Services Division directly to your e-mail. To subscribe to e-mail updates, select the icon posted at the top of the following webpage: in.gov/idoi/2824.htm.

Exceptions to Self-Study CE Exam Proctor Affidavit Requirement

IDOI advises insurance continuing education (CE) providers that they may (at their discretion and direction and if certain alternatives are implemented by the course provider) eliminate the requirement for licensed insurance professionals to have other licensed insurance professionals or test center representatives proctor their self-study CE exams and sign exam-proctor affidavits. Possible alternatives that course providers could implement include arranging self-study CE exams to be administered through acceptable professional examination vendors or online proctoring software. Also, at the discretion and direction of self-study CE providers, live proctoring by insurance professionals or test center representatives that would require signed affidavits may be conducted virtually through acceptable online/virtual platforms, and affidavits may be supplied and signed electronically.

Temporary Resident Producer License Type

A new "Temporary Resident Producer" license type has been created for issuing temporary, 180-day resident producer licenses pursuant to Indiana Code § 27-1-15.6-11. The license may be applied for through the Agency Services Division and, if approved, is viewable online to all states through the National Insurance Producer Registry. The new license type was especially utilized from April to September

2020 due to unforeseeable and significant delays in insurance license examination testing amid COVID-19 testing center closures and enhanced health and safety protocols. Over 500 Temporary Resident Producer licenses were issued to qualifying candidates of insurance agencies and companies from April to September 2020 amid COVID-19 exam delays.

Other Service/Resource Updates

In addition to the licensing process improvements and guidelines mentioned, IDOI is now offering all of its licensing exams in Spanish and is administering a new Independent Adjuster exam at both onsite testing centers and the OnVUE online proctoring service. Also, meetings and insurance course reviews of the IDOI Education Advisory Council have been conducted fully online/virtually since April 2020 due to the COVID-19 public health emergency. One benefit of meeting virtually is that any interested stakeholders may attend the public meetings online. More information on the Education Advisory Council public meeting schedule is available through the IDOI homepage at in.gov/idoi/.

We are in a challenging moment in time. The IDOI Agency Services Division is always open to your thoughts on how we can better serve your insurance education, exam or licensing needs, and the needs of our fellow Hoosier insurance consumers. Please connect with us through the



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Agency Services/Licensing listserv available through in.gov/idoi/2611.htm, or reach out to Agency Services staff directly. All staff contacts are available online at in.gov/idoi/2446.htm. ■

The mission of the IDOI Agency Services Division is to assure that insurance professionals are properly educated and licensed to conduct the business of insurance in the State of Indiana. As part of its mission, Agency Services approves pre-licensing and continuing education materials and schools through the IDOI Education Advisory Council. The division partners with Pearson VUE to develop, maintain and administer insurance licensing examinations. Examinations are administered at Ivy Tech Community College locations, Ball State University, Pearson VUE testing locations throughout the state and nation, and military sites worldwide. Licenses are issued and renewed when candidates meet the requirements for licensure. License application and reporting services are provided by the National Insurance Producer Registry (NIPR) and Sircon—powered by Vertafore.