



OFFICE OF INSURANCE LICENSING AND MARKET REGULATION
Frequently Asked Questions about Virtual Courses for Continuing Education
Affected by Coronavirus Disease 2019 (Referred to as COVID-19)

CLASSROOM TO WEBINAR DELIVERY

1. Is it possible to change an already-approved CE classroom course to offer the course as a webinar?

Yes. Providers must submit the following along with a written request to change the approved CE classroom course to a webinar:

- A. Copy of Certificate of Registration for classroom course which is being requested for webinar delivery.
- B. Requirements or procedures verifying compliance with the web-based CE course guidelines.
 - 1. Procedure for conducting course in real time in all locations
 - 2. Procedure for verifying identity and license number of participants
 - 3. Procedure for verifying attendance, sign-in/out and maintenance of attendance records
 - 4. Participant affidavits verifying identity and participation (include a sample affidavit)
 - 5. Describe the software or provider used for delivering web-based program
 - 6. Policy for use of polling questions and/or attendance verification codes
 - 7. Policy for identifying inactive participants
 - 8. Policy for deeming a participant inactive and denying course credit
 - 9. Procedure to allow participants the ability to ask/answer questions during the course
 - 10. Guidelines for course participation and distribution to participants

SUBMISSION OF PAYMENTS

2. Is there an option to submit payment by means other than checks?

- A. At this time, there is not an option to submit payment by means other than checks.

DISINTERESTED THIRTY-PARTY PROCTORING

3. Will there be any changes to disinterested third-party proctor affidavits confirming the completion of an online CE course, for the state of Michigan?

- A. Yes.
 - 1. During this time, Michigan will allow CE Providers to accept self-attestation of the completion of CE final exams for online CE courses.
 - 2. We are agreeable to remotely proctored examinations. The education provider will need to submit the specifics of the remotely proctored system for DIFS consideration.
 - 3. We are agreeable to considering virtually proctored examinations. The education provider will need to submit the specifics of the virtually proctored system for DIFS consideration.

Information around this outbreak is changing rapidly. As such, this document will be updated as more information is available.

REPORTING DEADLINES

4. Will reporting deadlines be extended?

- A. No. Per the Michigan Insurance Code PA 218 of 1956, Section 1204c(8) [MCL 500.1204c\(8\)](#), allows a CE provider 30 days to report successful completion of an approved program of study. If a CE provider is experiencing difficulty in meeting the reporting deadline, please contact DIFS at difs-licensing@michigan.gov. Please place "Education Inquiry" in the subject line.

ADDITIONAL QUESTIONS

5. Is there any kind of mandatory shut down of CE classes from your office due to COVID-19?

- A. There is no mandatory shut down of classroom course delivery. Education providers should follow the direction of Governor Whitmer. The limitations put in place by the Governor are changing as the Coronavirus spreads. Please review the Michigan dedicated website with the most up-to-date information www.michigan.gov/coronavirus/.

6. Are there any guidelines for CE Providers?

- A. DIFS will work diligently to update this listing of frequently asked questions (FAQs), which will provide interim guidance during this time.