

Chapter Ins 26

APPENDIX 4 - ACCIDENT AND HEALTH INSURANCE COURSE REQUIREMENTS

SECTION A

- I. Principles of Insurance -- 1 Hour
 - A. Definition of risk
 - B. Risk management
 - C. Insurable and noninsurable risk
 - D. Pooling concept--law of large numbers
 - E. Types of insurance companies
 - F. Reinsurance
- II. General Wisconsin Insurance Laws -- 4 Hours
 - A. Duties and powers of Insurance Commissioner--statutory and rule-making
 - B. Knowledge of administrative action process, including hearings and penalties
 - C. Purpose of licensing, including procedures and who must be licensed
 - D. Record keeping and changes in agent status, including change of name or address
 - E. Agent license expiration, revocation, suspension, and limitation
 - F. General regulations regarding misrepresentation, knowledge of acts of agent, rebating
 - G. Regulation of specific insurance contract changes regarding cancellation, nonrenewal, notice of proof of loss, and payment of claims
 - H. Unfair claims methods and practices--timely payment of claims
 - I. Fair rating practices
 - J. Home and telephone solicitation requirements
 - K. Section 628.32, Wis. Stat., written disclosure of fees other than commissions
 - L. Controlled business
 - M. Proper exchange of business
 - N. Unfair marketing practices
 - 1. Misrepresentation
 - 2. Unfair inducement
 - 3. Unfair discrimination
 - 4. Extra charges
 - 5. Influencing employers
 - 6. Unfair use of official position
 - 7. Returning indicia of agency
 - 8. Churning
 - 9. Twisting
 - 10. Restraint of competition
 - 11. Unfair restriction of contracting parties choice of insurer
 - O. Insurance contracts in Wisconsin
- III. Ethics -- 3 Hours
 - A. Fiduciary duties and responsibilities
 - B. Conflict of interest
 - C. Ethical marketing practices, including fair and ethical treatment of policyholders
 - D. Appropriate claims practices
 - E. Suitability of product to client
 - F. Social responsibility of insurance agent

- G. Agent/company relationships
- H. Maintaining appropriate insurance expertise

SECTION B

- IV. Accident and Health Insurance--9 Hours
 - A. Purpose of accident and health insurance
 - B. Types of policies
 - 1. Medical expense policies
 - a. Basic hospital, medical, and surgical policies (base or scheduled policies)
 - b. Major medical policies
 - c. Comprehensive major medical policies
 - d. Long Term Care
 - e. Health Maintenance Organizations (HMO)
 - f. Preferred Provider Organization (PPO)
 - g. Multiple Employer Trusts (MET)
 - h. Multiple Employer Welfare Association (MEWA)
 - i. Service organizations (Blue Plans)
 - 2. Disability income
 - a. Individual disability income policy
 - b. Business overhead expense policy
 - c. Business disability buyout policy
 - d. Group disability income policy
 - 3. Accidental death and dismemberment
 - 4. Group insurance
 - a. Group conversion
 - b. Differences between individual and group contracts
 - c. General concepts
 - d. COBRA
 - 5. Medicare supplement and Medicare select policies
 - C. Policy provisions, clauses, and riders
 - 1. Mandatory (uniform policy) provisions
 - a. Entire contract
 - b. Time limit on certain defenses (incontestable period)
 - c. Grace period
 - d. Reinstatement
 - e. Notice of claim
 - f. Claim forms
 - g. Proof of loss
 - h. Time of payment of claims
 - i. Payment of claims
 - j. Physical examination and autopsy
 - k. Legal actions
 - 1. Change of beneficiary
 - 2. Optional provisions
 - a. Change of occupation
 - b. Misstatement of age
 - c. Illegal occupation
 - 3. Other provisions and clauses
 - a. Insuring clause
 - b. Free look (10-day, 20-day, etc.)
 - c. Consideration clause

- d. Probationary (waiting) period
- e. Elimination (waiting) period
- f. Waiver of premium
- g. Exclusions
- h. Pre-existing conditions
- i. Recurrent disability
- j. Coinsurance
- k. Deductibles
- 4. Riders
 - a. Impairment rider
 - b. Guaranteed insurability rider
 - c. Multiple indemnity rider (double, triple)
- 5. Rights of renewability
 - a. Noncancellable
 - b. Cancelable
 - c. Guaranteed renewable
 - d. Conditionally renewable
 - e. Optionally renewable
 - f. Period of time
- D. Social insurance
 - 1. Medicare
 - a. primary, secondary payor
 - b. Medicare and Choice
 - 2. Medicaid
 - 3. Social security benefits
 - 4. Badger Care
- E. Other insurance concepts
 - 1. Total, partial, and residual disability
 - 2. Owner's rights
 - 3. Dependent children benefits
 - 4. Primary and contingent beneficiaries
 - 5. Modes of premium payments (monthly, quarterly, annually, semiannual, etc.)
 - 6. Nonduplication and coordination of benefits (e.g., primary vs. excess)
 - 7. Occupational vs. nonoccupational
 - 8. Tax treatment of premiums and proceeds of insurance contracts (e.g., disability income, and medical expense, etc.)
 - 9. Managed care
- F. Field underwriting procedures
 - 1. Completing application and obtaining necessary signatures
 - 2. Explaining sources of insurability information (e.g., MIB Report, Fair Credit Reporting Act, etc.)
 - 3. Upon payment of initial premium, giving prospect conditional receipt, and explaining the effect of that receipt (e.g., medical exam, etc.)
 - 4. Submitting application (and initial premium, if collected) to company for underwriting
 - 5. Assuring delivery of policy to client
 - 6. Explaining policy and its provisions, riders, exclusions, and ratings to clients
 - 7. In cases where initial premium did not accompany application, obtaining signed statement of continued good health, and obtaining premium for transmittal
- 8. Contract law
 - a. Requirements of a contract
 - b. Insurable interest
 - c. Warranties and representations
 - d. Unique aspects of the health contract
 - (1) Conditional
 - (2) Unilateral
 - (3) Adhesion
- V. Wisconsin Health Insurance Law -- 3 Hours
 - A. General policy provisions
 - 1. Right of return
 - 2. Right of insurer to contest
 - 3. Pre-existing conditions
 - 4. Application responsibilities for accident and health
 - 5. Grace periods
 - B. Mandated benefits
 - 1. Handicapped children
 - 2. Newborn children
 - 3. Declined risks
 - 4. Alcoholism, drug abuse, and mental and nervous disorders
 - 5. Home health care
 - 6. Skilled nursing care
 - 7. Kidney disease treatment
 - 8. Diabetes
 - 9. Maternity benefits
 - 10. Nurse practitioners
 - 11. Optometrists
 - 12. Chiropractic
 - 13. Adopted children
 - 14. Grandchildren
 - 15. Mammograms
 - 16. Lead screening
 - 17. TMJ coverage
 - 18. Hospital/anesthesia coverage for dental care
 - 19. Breast reconstruction
 - C. Wisconsin Medicare supplements
 - D. Requirements of Medicare supplements
 - E. Special nursing home and long term care regulations for nursing home and long term care policies
 - F. Special provisions, sale of group or individual health to small employers
 - G. HIPAA (Health Insurance Portability and Accountability Act)
 - H. Continuation and conversion privileges
 - I. Cancer insurance and other dread disease
 - J. Marketing methods and practices
 - 1. Advertising Company approval of advertising
 - 2. Suitability
 - 3. Outline of coverage
 - 4. Policy replacement
 - 5. Identification of insurer (advertiser)
 - 6. Testimonials, endorsements, or commendations by third parties
 - 7. Disparaging comparisons and statements
 - K. Health Insurance Risk-Sharing Plan (HIRSP)