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To: [Wolf, Sheldon](#); [Lahr, Pat](#)
Subject: FW: SB 2238 - Insurance Department Licensee Timeline
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Subject: SB 2238 - Insurance Department Licensee Timeline

Senate Human Services Committee,

Thank you for allowing me to testify on SB 2238, and I want to reiterate the importance of the study in section 2. I understand that the primary function of this bill is to help childcare providers and licensees, but as I mentioned this issue goes far beyond childcare and I would argue any licensure that requires a background check and finger printing is likely facing similar delays.

Senator Cleary asked for the process from DHHS and what that looks like from the applicants standpoint as well as time estimates, I thought it could be instructive to share that time line and process from the insurance agent point of view as well.

To apply for a license, a North Dakotan needs to take some proactive steps, those include submitting an application and getting finger prints. (1 Day)

They get their finger prints from a Law enforcement, center, or a list of private providers. (1-5 days to get the finger prints done, depending on scheduling and availability of finger print locations)

Send us a hard copy, of the printed finger prints in the mail to us (3-7 days depending on mail) – from what we have been told, these cannot be digitally uploaded by the vendors and must be done in paper through the mail

We verify that the information is correct, and the finger print card is completed: (1 Day)

1. the fingerprints we receive are completed correctly (Fingerprint card: signature of person fingerprinted, the residence of person fingerprinted, date & signature of official taking fingerprints, reason fingerprinted, applicants- last, first middle name, alias, ORI, date of birth, citizenship, sex, race, height, weight, eyes, hair, place of birth, social security number)

2. received the Criminal History Record Check Request (SFN 60689) form that must be completed and submitted with their fingerprints
3. received payment for the amount of \$41.25 made out to the Attorney Generals' Office

Then we interoffice the finger prints to BCI for the background check to begin. We often hand deliver these to the AG's office to send over to BCI. (1-2 days depending on if delivered after 11am)

Typically if the applicant has a clear record we normally received results back in 3-4 business days. If the applicant has a background it can take anywhere from 7-15 days for the results to come back. We receive the results electronically. BCI sends the results in a batch, not necessarily once they are completed as we receive 2-10 results back via email at least once or twice a week, or could be longer if BCI staff is out since we have one contact individual that we work with. (Clean 3-4 days, Results 7-15 days)

Total for a Clean Record – 10 days best case; 20 days worst case; average 15 days business days

Total for Record with results – 14 days best case; 31 days worst case; average 20+ business days

These applicants may all be valid potential licensees in the state of North Dakota, not every background check result bars an applicant from licensure. Often the background checks discover Minors in possession, disorderly conducts, etc and are often offenses that happened in the past that would not preclude an individual from receiving a license. But do not warrant a 30+ day delay in being able to join the business of insurance.

Also please note, the days listed above mean business days, weekends do not count. Often it can feel longer for the applicant, as these only pertain to business days. For example under our current process the average for a clean record to receive a license is 3 calendar weeks or 15 business days. Our processing end of the process is generally down to 3 days, and the reason for that is at the end of each step we provide, we have to turn it back over to BCI or the applicant for further processing. Our process could be ultimately shortened as well.

When you compare this to other states, including our neighbors, we are the outlier. As I mentioned in my testimony Arizona has this process down to hours, not weeks. This problem can be solved. Unless you have an idea how to solve this problem immediately, I would encourage you to ensure that the study language in SB 2238 is broad enough and evokes the right partners to solve this issue for next session.

Happy to answer any questions you might have or discuss our problem further, but I appreciate the committee looking into this issue.

JG

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