

## **Consolidated Service Center Employee Training and Permit Standards**

*Authority: Insurance Article, §§31-106(c)(1)(iv), and 31-113(i), Annotated Code of Maryland*

**.01 Scope.** This Chapter sets forth the qualifications, training, and permit standards for an individual who applies to receive a Consolidated Service Center enrollment permit for the Individual Exchange and is required under Insurance Article, §31-113(i), Annotated Code of Maryland to hold an Individual Exchange enrollment permit.

### **.02 Definitions.**

A. In this subtitle, the following terms have the meanings indicated.

B. Terms Defined.

(1) *“Administration” means Maryland Insurance Administration.*

(2) *“Commissioner” means the Maryland Insurance Commissioner.*

(3) *“Consolidated Service Center” or “CSC” has the meaning stated in Insurance Article, § 31-101(C-2), Annotated Code of Maryland.*

(4) *“Department” means the Department of Health and Mental Hygiene.*

(5) *“Exchange” has the meaning stated in Insurance Article, §31-101(c), Annotated Code of Maryland.*

(6) *“Individual Exchange” has the meaning stated in Insurance Article, §31-101(h), Annotated Code of Maryland.*

**.03 Eligibility Requirements.** To qualify for an Individual Exchange CSC enrollment permit, an applicant shall meet the requirements set forth under Insurance Article, §31-113.1(c)(3)(i), Annotated Code of Maryland.

### **.04 Application Procedures.**

A. In order to obtain an Individual Exchange CSC enrollment permit, the applicant shall submit to the Exchange all required materials set forth under COMAR 14.35.02.03A.

B. The Exchange may not consider an application to be complete until it has received all required materials.

- C. If the application is not completed with all required materials within 45 days after the Exchange receives the signed application form, the Exchange may consider the application withdrawn.

**.05 Training Requirements.** In order to obtain Individual Exchange CSC enrollment permit, an individual shall:

- A. Complete the training program specified under COMAR 14.35.02.04A; and
- B. Successfully pass the examination specified under COMAR 14.35.02.04D.

**.06 General Permit Requirements.**

- A. Term. An Individual Exchange CSC enrollment permit expires 2 years after the date it is issued unless it is renewed.
- B. Renewal. A CSC employee holding an Individual Exchange CSC enrollment permit shall apply for renewal of the permit in accordance with the requirements set forth under COMAR 14.35.03.02.
- C. Reinstatement. For up to 1 year after the expiration of a permit, an individual whose Individual Exchange CSC enrollment permit has expired may apply to reinstate the Individual Exchange CSC enrollment permit in accordance with the requirements set forth under COMAR 14.35.03.03.
- D. Suspension or Revocation. The Commissioner may suspend or revoke a CSC enrollment permit for the reasons listed under Insurance Article, §31-113(l)(1), Annotated Code of Maryland.