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MCG message

To: All Blue Cross Complete providers

Date: May 12, 2023

Subject: **MDHHS post PHE relaxation of face-to-face policies and updates**

Effective May 12, 2023, the Michigan Department of Health and Human Services discontinued all Covid-19 face-to-face policies that were established during the Public Health Emergency.

Discontinued policies include [MSA 20-12](#), [MSA 20-30](#), the telemedicine coverage section of [MSA 20-42](#), and the health home section of [MSA 20-58](#). These policies were implemented during the PHE to protect the health and welfare of members while maintaining access to services.

Under the PHE unwinding, MDHHS also announced updates to the following definitions of “face-to-face” and “in-person.”

- **Face-to-face:** A meeting that can be either in-person or via telehealth, which involves the use of simultaneous audio and visual technologies.
- **In-person:** An encounter that must be completed with member and provider physically together in the same location.

As a result of the updated “face-to-face” and “in-person” definitions, several programs have made policy changes to reflect their requirements. These policy changes are reported in the [MDHHS Medicaid Provider Manual](#).*

If you have any questions, contact your Blue Cross Complete provider account executive or the Blue Cross Complete Provider Inquiry at 1-888-312-5713.

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