



To All Providers:

As the Coronavirus continues to cause concerns, we receive instructions from government officials on containment and the spreading of this Virus. Right now, several of our client states are under instructions, not to leave their homes and to practice Social Distancing. Our priority remains the health and safety of our staff, customers, clients, and the communities we service.

We continue to receive guidance from our clients on how to support and accommodate all provider needs to help keep staff, their families and their patrons out of harm's way. For this reason, the Michigan Department of Insurance and Financial Services has allowed for the Method of Presentation/Instruction for Pre-Licensing (PE) Classroom courses to be changed from Classroom to Webinar, for courses that have already been approved.

This would be done upon the request of the Education Provider. There will be no charge for the change. We will send an email communication to all providers, at a later date, regarding when these courses will be changed back to a Classroom method of instruction/presentation. At that point, if a PE webinar is still in progress, we will need the provider to provide us a date as to when the Class will be completed to be able to switch the course back to a Classroom method of instruction/presentation.

Below are the requirements to change a PE Classroom course to a Webinar course.

Submitting a Method of Presentation Change Request

- An official email request must be submitted via email to PSI at MIInsurance@psixams.com.
 - Place the following in the subject line: MI INS REQUEST TO CHANGE METHOD OF PRESENTATION – include your provider number and name
 - Copy of Certificate of Registration for classroom course which is being requested for webinar delivery
 - Requirements or procedures for verifying compliance with the [web-based CE course guidelines](#), (we recognize this is for a PE course)
 - Procedure for conducting course in real time in all locations
 - Procedure for verifying identity and license number of participants
 - Procedure for verifying attendance, sign-in/out and maintenance of attendance records
 - Participant affidavits verifying identity and participation (include a sample affidavit)
 - Describe the software or provider used for delivering web-based program

- Policy for use of polling questions and/or attendance verification codes
- Policy for identifying inactive participants
- Policy for deeming a participant inactive and denying course credit
- Procedure to allow participants the ability to ask/answer questions during the course
- Guidelines for course participation and distribution to participants

Once the Method of Presentation Change request has been received, processed and completed, a new Certificate of Registration (COR) will be issued.

For Providers that are no longer offering Pre-Licensing courses. Please send an official email requesting to deactivate the provider number.

We will maintain a close watch on developing news of the COVID-19 to make sure that we are providing the best service possible to all we service. You can also stay informed on the MI state's response to COVID-19 by regularly visiting Michigan.gov/Coronavirus and CDC.gov/Coronavirus.

If you need to contact PSI, please email MIINSURANCE@PSIEXAMS.COM. We greatly appreciate your patience and your business. Please be safe and take care.

Sincerely,
PSI MI Processing Dept.