



June 2020

To All Providers:

During the COVID-19 outbreak, changes have been made to certain procedures as PSI continues to work remotely with limited capabilities. As of today, we are experiencing a backlog of around 30 days. To check the status of an application, please send your email to miinsurance@psiexams.com and copy (cc) sbanos@psionline.com to make sure we are not missing your inquiries. Please include "Status Check" in the subject line, along with the provider name and number, and the course name.

To expedite application processing, a new online payment method has been implemented for course payments. Payments will be made directly through the Michigan Department of Insurance and Financial Services' (DIFS) ePayment system.

When an application is submitted it is entered into the Michigan database, and an invoice is generated. The invoice will be sent to the contact person's email on file. The invoice will include the course information and a link to the DIFS ePayment system to make the course payment directly to the State of Michigan. The invoice will serve as confirmation of receipt of your application materials. You will no longer submit a paper check with your application materials. (Be sure to check your junk or spam folder if you have not received the email containing your invoice.)

Please refrain from sending your applications multiple times as this will create confusion and additional delays. We do apologize for the inconvenience this may have caused and greatly appreciate your patience and your business. We are here to serve. Please be safe and take care.

Sincerely,
PSI MI Processing Dept.