

# COVID-19 Emergency Response

## Medicaid Fact Sheet

On March 10, 2020 Governor Gretchen Whitmer, declared a state of emergency in response to the 2019 Novel Coronavirus Disease (COVID-19). Following this declaration, the Michigan Department of Health and Human Services (MDHHS) has been taking action to leverage available regulatory authorities to support Michigan's healthcare infrastructure and maintain the commitment to high quality services and safety to Medicaid beneficiaries. As a result, the following policies and guidance have been released.

### **POLICY/EXECUTIVE ORDER**

- **Suspending All Medicaid Closures**

- [MSA 20-19](#)

- MDHHS is suspending program coverage closures for all Medicaid programs beginning March 16, 2020 and will be in effect through the month of April 2020 or until the first of the month following the termination of the Governor's Declaration of a State of Emergency Order (2020-04, and subsequently 2020-33 COVID-19). This temporary suspension of closures applies to Medicaid, MICHild, Healthy Michigan Plan (HMP), and individuals who have active coverage through a met deductible (i.e., spend down).

- **Section 1135 Waiver**

- [Michigan Seeks Approval to Streamline Medicaid](#) | [CMS Approval Letter](#)

- MDHHS submitted a Section 1135 waiver request to the Centers for Medicare and Medicaid Services (CMS) to temporarily waive several Medicaid requirements on April 1, 2020. CMS approved the request on April 6, 2020 providing Michigan's Medicaid program flexibilities to response to impact of the COVID-19 pandemic. The approval letter linked above highlights the flexibilities provided to Michigan.

- **Scope of Practice**

- [EO 2020-30](#)

- This Executive Order provides temporary flexibilities extending the scope of practice for physician assistance, advances practice registered nurses, registered nurses, licensed practice nurses, and licensed pharmacists to provide care as appropriate with their education, training and experience without physician supervision. Additionally, this order provides flexibilities for students enrolled in nursing programs, medical school, etc. to volunteer and support healthcare facilities as appropriate with the level of education they have received.

- **Hospital Transfer and Related Transportation Policy**

- [MSA 20-18](#)

- This temporary policy supports the establishment of the COVID-19 Statewide Load Balancing Plan by relaxing the Medicaid hospital-to-hospital transfer policy, applicable to both Fee-for-Service and managed care providers.

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- **Options for the Use of Nursing Facility Beds**

- [MSA 20-16](#)

- This policy grants nursing facilities temporary flexibilities with bed plan, use of Medicare/Medicaid bed certification, resident room conversion, and implementation of infection prevention and control measures.

- **Durable Medical Equipment Home Delivery**

- [MSA 20-14](#)

- This temporary policy waives quantity limits, prior authorization and documentation requirements for certain medical equipment and supplies, including those that are typically received through home delivery and expands coverage to surgical masks, hand sanitizer and patient gowns.

- **Temporary Enhancements to Operational Capacity, Flexibility and Efficiency of Pharmacies**

- [EO 2020-25](#)

- This Executive Order provides flexibilities to pharmacists to dispense greater quantity refills (up to 60 days supply), grants temporary operations for low-risk preparations outside of current license, judgement for substitutions of therapeutically equivalent medications due to critical shortages, requires insurers to cover emergency refills, etc.

- [Medicaid Numbered Letter 20-20](#)

- This provider notice highlights temporary relaxation on quantity and days supply limits, allows for early refills of prescriptions after at least half of the previous fill has been used, and temporarily waives signature requirements to promote mailing or shipping medications. Note, this notice excludes controlled substances

- **Emergency Order: COVID-19 Testing and Resource Reporting**

- [Emergency Order Pursuant to MCL 333.2253](#)

- This Emergency Order, issued by MDHHS Director Robert Gordon, requires all facilities conducting and processing COVID-19 tests must do so in accordance to MDHHS instruction and follow issued reporting requirements.

- **Temporary suspension of all non-essential activities – “Stay Home, Stay Safe”**

- [EO 2020-21](#); [FAQs](#)

- Executive Order 2020-21 mandates the temporary suspension of in-person operations that are not necessary to sustain or protect life, and all Michiganders must stay in their homes unless they're part of critical infrastructure workforce, engaged in outdoor activity, or performing tasks necessary to the health and safety of themselves or their family, like going to the hospital or grocery store.

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### [Actions for Caregivers of Older Adults](#) | [FAQ](#)

In response to EO 2020-21 , this guidance for individuals that provide in home services and supports for older adults, such as Direct Care Workers, including when appropriate to engage clients face-to-face, visit the home, and necessary precautions to employ if in the home and to self-monitor. The recently developed FAQ provides additional context for caregivers in the application of the previously released guidance.

### [Actions for Non-Emergency Medical Transportation Providers During COVID-19](#)

Local MDHHS county offices have been given the directive to limit transportation to necessary healthcare visits, ensure CDC guidance is followed, telephonically screen beneficiaries and transportation providers for symptoms per CDC guidance, prohibit rideshare arrangements, etc.

- **Temporary Suspension of non-essential medical and dental procedures**

#### [EO 2020-17](#)

Executive Order 2020-17 mandates that all hospitals, freestanding surgical outpatient facilities and dental facilities, and all state-operated outpatient facilities must implement plan to temporarily postpone all non-essential procedures defined to be medical or dental procedures that are not necessary to address a medical emergency or to preserve health and safety of a patient, as determined by a licensed medical provider.

- **COVID-19 Related Covered Services**

#### [Coronavirus L 20-16 Letter](#)

This letter provides general guidance on patient assessment and diagnostic testing protocol, patient management after potential COVID-19 Exposure, potential risk of exposure for healthcare personnel, and preventative measures to prevent the spread of COVID-19. Additionally, the letter highlights the breadth of Medicaid covered treatment services and offers COVID-19 related coding guidance.

- **Telemedicine**

#### [MSA 20 -09, 3-12-20 Press Release](#)

March 12, 2020 Governor Whitmer announced expanded access to telemedicine to support COVID-19 response. MSA 20-09 expands the definition of allowable places of service to include home and other sites deemed appropriate by the provider in addition to further defining distant site provider requirements to include the provider's office, or any established site considered appropriate by the provider, so long as the privacy of the beneficiary and security of the information shared during the telemedicine visit are maintained.

#### [MSA 20-13](#)

This policy provides temporary flexibility in telecommunication systems requirements acceptable under current telemedicine policy. Policy allows providers to deliver services to

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be conducted via telecommunications systems that have telephonic (audio) capabilities only.

- **Out of Pocket Costs**

[3-6-20 Press Release](#), [MSA 20-17](#)

On March 6<sup>th</sup>, Gov. Whitmer, announced that Medicaid co-pays would be waived for the testing and treatment of coronavirus. MDHHS is waiving copayment and cost-sharing requirements for both inpatient and outpatient services associated with coronavirus (COVID-19) testing and treatment across Medicaid programs.

- **Entry into Care facilities**

[EO 2020-07; FAQs](#) | [EO 2020-37](#)

Executive Order 2020-37 prohibits any visitors into healthcare facilities, residential facilities, and congregate care facilities that are not necessary for the provision of medical care, the support of activities of daily living, or the exercise of power of attorney or court-appointed guardianship for an individual under the facility's care; are not a parent, foster parent, or guardian of an individual 21 years old or younger who is under the facility's care; are not visiting an individual under the facility's care that is in serious or critical condition or in hospice care; and are not visiting under exigent circumstances or for the purpose of performing official governmental functions. **This order rescinds Executive Order 2020-07 and is in effect through May 3, 2020.**

- **Face to Face Service Exceptions**

[MSA 20-12](#)

This policy temporarily provides organizations that provide personalized care the flexibility to leverage telemedicine to support provision of specific services such as assessments and care planning where face to face requirements currently exist.

- **Emergency Certificate of Need, Expanded Licensing/Certification**

[EO 2020-13](#)

Provides MDDHS the authority to issue emergency certificate of need until the termination of the state of emergency, provides LARA the ability to waive licensure requirements for the operation, construction or acquisition of temporary or mobile facilities for healthcare purposes by currently licensed hospitals in the state. This executive order also allows LARA to issue temporary registration as certified nurse aide, waive continuing education requirements for licensure renewal, allow non-nursing assistants to support transportation or feeding patients or residents consistent with care plan.

- **Declaration of State of Emergency**

[EO 2020-04](#) | [EO 2020-33](#)

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Executive Order 2020-04 was issued on March 10, 2020 to declare a state of emergency in Michigan to address the COVID-19 pandemic. Subsequently, Executive Order 2020-33 has rescinded and replaced Executive Order 2020-04.

### **STATE OF MICHIGAN STAKEHOLDER RESOURCES AND CONNECTION POINTS:**

1. Use [COVID19donations@michigan.gov](mailto:COVID19donations@michigan.gov) for organizations looking to donate to the state's public health response.
2. <https://www.mivolunteerregistry.org/> can be used for individuals looking to volunteer.
3. Below is a non-exhaustive list of the various Department/Agency hotlines/email addresses active for COVID-19 response:

#### **DHHS:**

COVID-19 Hotline - 888-535-6136 (8 a.m. to 5 p.m. daily)

[COVID19@michigan.gov](mailto:COVID19@michigan.gov) (emails answered seven days a week, 8 a.m. to 5 p.m.)

Provider Hotline - 888-277-9894 (24/7)

#### **Agriculture and Rural Development (AG):**

MDARD has established an email account for food and ag stakeholders to submit future questions. That email address is [mdard-covid19@michigan.gov](mailto:mdard-covid19@michigan.gov).

#### **Licensing and Regulatory Affairs (LARA):**

LARA has established an email account for questions specific to LARA, mostly related to licensing requirements which many have been addressed by either EO or by further clarification of LARA's licensing requirements and processes. That email address is - [LARA-COVID-19-Questions@michigan.gov](mailto:LARA-COVID-19-Questions@michigan.gov).

#### **Attorney General:**

Not specific to COVID-19, but have been publicizing these to report price-gouging - Report Consumer Protection Act violations [online](#) or by calling 877-765-8388.

4. Below is a list of Medicaid connection points to support conducting business electronically during the COVID-19 response, and Governor Whitmer's Stay Home, Stay Safe Executive Order:
  - a. MDHHS encourages the use of [MiNotifyTPL](#) for Estate Recovery, Special Needs Trusts, Annuity, and Casualty case needs.
  - b. CHAMPS Document Management Portal – [instructions can be found here](#)
  - c. CHAMPS Claims Submission via Direct Data Entry – [information can be found here](#)

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### **GUIDANCE:**

The State Emergency Operations Center and the Community Health Emergency Coordination Center support review of nationally available resources and development of Michigan specific guidance or resources where necessary. These materials are regularly posted to the MDHHS Coronavirus information webpage >> [Resources for Health Professionals](#).

- **Addressing Patient Emotional Needs**

- [Guidance for Clinicians](#)

- Provides clinicians information on emotions that patients may experience as they are worked up for and/or are diagnosed with COVID-19, as well as throughout the management of their illness.

- **PPE Guidance**

- [Prioritization Guidance for PPE](#)

- This guidance provides considerations and decision-making chart to Regional Healthcare Coalitions for the allocation of personal protective equipment during the COVID-19 outbreak.

- [Optimizing PPE During Crisis Capacity](#)

- This guidance provides a summary of Centers for Disease Control and Prevention (CDC) strategies to optimize the use of PPE during known shortages. Information is provided for N-95 Respirators, eye protection, and isolation gowns.

- **Symptomatic Employee QUICK SHEET**

- [Healthcare Provider QUICK SHEET for Symptomatic Healthcare Employees](#)

- This quick sheet intended for healthcare worker use, provides guidance and information across the severity of symptoms of COVID-19.

- **High-Risk Exposure Guidance**

- [Healthcare Worker with High-Risk Exposure to a COVID-19 Patient](#)

- This guidance outlines high-risk exposure, necessary precautions, and testing guidance for asymptomatic healthcare workers. Additional resources for healthcare workers experiencing anxiety are provided.

- **Evaluation and Management Facilities Guidance**

- [Facility EM Guidance](#)

- This document provides pertinent guidance for healthcare facilities related to the evaluation and management of patients/residents, providing considerations for Personal Protective Equipment (PPE), considerations for communal spaces, and recommended infection prevention control practices.

- **Admission Guidance**

- [Facility Admissions Guidance](#)

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Highlights considerations for healthcare facilities for admission of residents and patients including steps to take upon arrival and during the patient visit, triage practices, and considerations for patient placement when exhibiting symptoms of COVID-19.

- **Discharge Guidance**

- [Facility Discharge Guidance](#)

- Highlights considerations for healthcare facilities for the discharge of residents and patients with suspected or confirmed COVID-19 infection. Guidance includes considerations when a COVID-19 test was not warranted, information on Medicare's Discharge Planning Regulations, considerations for Long-Term Care Settings, and specific guidance for discharge to the community.

- **Hospital to Post-Acute Care Transfer Workflow**

- [Transfer Guidance and Workflow](#)

- This guidance includes a form to facilitate communication between providers and facilities during patient transfers. Guided workflow and space for pertinent clinical information related to patients with potential respiratory illness symptoms.

- **Community Mitigation Strategies**

- [March 11, 2020 Letter](#)

- This letter from the Governor's Office provides interim recommendations for COVID-19 community mitigation strategies across numerous settings including residential facilities.

- **MDHHS Dental Practice Guidance**

- [Dental Practice Guidance](#)

- Highlights standard precautions, including the use of proper personal protective equipment, that should be followed when caring for any patient. The practices highlighted are designed to both protect dental health care professionals and prevent dental health care professionals from spreading infections among patients.

- **MDHHS Substance Use Disorder Treatment Guidance**

- [Guidance for SUD Treatment Providers](#)

- Covers general precautions and provides program specific guidance regarding the use of telemedicine practices, and "take-home" medication supplies.

- **MI Person Under Investigation/Case Reporting**

- [MI Interim COVID-19 PUI/Case Report Form](#)

- This form is to be used for any Human Infection with 2019 Novel Coronavirus Person Under Investigation (PUI) and Case Report Form. Additional supports are available through the local health department (LHD). The LHD can provide consultation on COVID-19 testing, coordinate notification to MDHHS, and guide the specimen submission process.

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Additionally, MDHHS is encouraging Health Care Facilities and Providers to follow CDC Guidance to prevent spread of COVID-19:

- [CDC Resources for Health Care Facilities](#)
- [CDC Steps Healthcare Facilities Can Take](#)
- [CDC Guidance for Healthcare Facilities](#)
- [CDC Strategies to prevent Spread of COVID-19 in Long-Term Care Facilities](#)
- [CDC Updated N95 Mask Guidance](#)
  
- **CMS Telehealth and Telemedicine Guidance**  
[Telehealth Toolkit for General Practitioners](#)  
[End-Stage Renal Disease Providers Toolkit](#)  
Covers temporarily broadened access under the 1135 waiver authority pertaining to Medicare telehealth services, allowing beneficiaries to receive a wider range of services from providers without having to travel to a healthcare facility. Each toolkit contains electronic links to reliable sources of information on telehealth and telemedicine.
  
- **CMS PACE Guidance**  
[COVID-19 PACE Memo 3-17-20](#)  
Provides information to PACE Organizations (POs) to help control and prevent the spread of the virus that causes COVID-19.
  
- **CMS Health care regulatory flexibilities for providers – 1135 Waiver Flexibilities**  
[COVID-19 Emergency Declaration Health Care Providers Fact Sheet](#)  
Outlines federal regulatory flexibilities allowed through 1135 waivers to help healthcare providers combat and contain the spread of COVID-19.
  
- **MDHHS: Provider submission of prior authorization – temporary change**  
Effective 3/23/20 MDHHS asks that providers submit requests electronically through the CHAMPS system to help minimize delays in authorization. Providers can find instructions on how to submit Prior Authorizations in CHAMPS at [www.Michigan.gov/MedicaidProviders](http://www.Michigan.gov/MedicaidProviders) click on CHAMPS, select Prior Authorization or [click here](#). Questions, regarding how to submit requests electronically and/or how to access \*Archived Documents in CHAMPS, should be directed to the Provider Support Hotline at 1-800-292-2550 or by email [ProviderSupport@Michigan.gov](mailto:ProviderSupport@Michigan.gov).