

June 25, 2020

<Provider Name>  
<Provider Address 1>  
<Provider Address 2>  
<Provider City> <State> <zipcode5-zipcode4>

Dear Provider:

**RE: Provider Monitoring Requirements During COVID-19 Pandemic**

In response to the COVID-19 pandemic, the Michigan Department of Health and Human Services (MDHHS) recognizes a need for flexibility in complying with the provider monitoring responsibilities required under the MI Choice contract. MI Choice Waiver agencies must conduct provider monitoring activities according to the MI Choice contract requirements to the extent possible and in compliance with restrictions imposed in response to the COVID-19 pandemic.

Waiver agencies must complete provider monitoring activities that can be done via paper, electronically, virtually, or in any combination thereof, if the selected provider is able to furnish MI Choice services during the pandemic. Waiver agencies may revise the providers selected for monitoring based upon the provider's availability to participate in monitoring activities. Any modifications to the provider monitoring schedule must be submitted to MDHHS as specified in Attachments A and J of the MI Choice contract.

Any provider monitoring requirements related to the completion of in-person visits are waived until the State of Michigan either lifts the restrictions on such visits or provides additional protocols to safely conduct this type of visit.

Please e-mail any questions related to this letter to [MDHHS-MiChoice@michigan.gov](mailto:MDHHS-MiChoice@michigan.gov).

Sincerely,



Kate Massey, Director  
Medical Services Administration