

CSHCS LHD Email Communication

Date	4/22/2020		
Email Type	Alert		
Subject	<ul style="list-style-type: none"> ▪ Billing Case Management Telephonically 		
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Dear Colleagues,

Below are the instructions detailing how to bill Case Management services that are being conducted telephonically due to the pandemic.

As indicated in the CSHCS chapter of the Medicaid Provider Manual, case management services address complex needs and services and include an initial face-to-face encounter with the beneficiary/family. Consistent with public health emergency conditions at both the state and federal level related to COVID-19, the Michigan Department of Health and Human Services (MDHHS) issued MSA 20-12 on March 18, 2020, temporarily easing the face-to-face requirement for some services. Given the circumstances, this policy is intended to be time-limited, and MDHHS will notify providers of its termination. In response to MSA 20-12, CSHCS is temporarily waiving the face-to-face requirement for providing case management services. Please note, this guidance will only be effective for the same timeframe as MSA 20-12.

To track the impact of this change, the state is asking our local health department partners to track instances where a telephonic visit was used instead of a face-to-face visit due to the pandemic. We are asking to report the instances in CHASS in the following manner. At this time, this is the only pandemic related change that needs to be noted in CHASS.

In the drop down for Type of Care Available select the appropriate type of care and select 'Other' – selecting 'Other' will allow you to type 'Telehealth' in the Other Type of Care box.

Status: NEW LOG

Service Type * CM	Units To Bill * 	Location * --Please Se	Type Of Care Available Service Delivery Transition Transportation Previously Billed Data	Type Of Care Selected * Billing Other
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Other Type of Care *
telehealth

Notes

Please let us know if you have any questions.

Best,

Craig Boyce