

Clarification: DME/P&O and telehealth visits

The July 2022 issue of *The Record* included an article that referenced a Blue Cross Blue Shield of Michigan medical policy, updated in 2018 and indicating that health care providers can't prescribe or issue durable medical equipment and prosthetics, orthotics and medical supplies during telehealth visits. The article should have indicated that exceptions are in place that allow telehealth visits for these purposes due to the COVID-19 public health emergency.

Blue Cross and Blue Care Network follow the Centers for Medicare & Medicaid Services COVID-19 PHE Interim Final Rules for DME/P&O items that allow exceptions to requirements for face-to-face encounters to avoid exposure of vulnerable populations. Telehealth visits can be used to prescribe DME/P&O items and medical supplies, effective March 18, 2020, until the end of the public health emergency, as indicated in our [Temporary changes due to the COVID-19 pandemic](#) document. For more information, see the [CMS Medicare Learning Network guidance](#).

We apologize for any confusion caused by the July article. We'll communicate updated telehealth requirements for DME/P&O and medical supplies after the PHE has ended.