

12345  
TESTING  
1234 MAIN STREET  
ANYTOWN, NY 12345

Dear Valued Member:

During the COVID-19 pandemic, medical and dental professionals have had to purchase personal protective equipment (PPE) in order to minimize their potential exposure to the coronavirus while treating patients. PPE may include such items as gloves, masks, face shields and other forms of protective clothing.

The purpose of this letter is to advise you that, by order of the New York State Department of Financial Services (DFS), our participating providers cannot bill their patients for the costs related to their purchase of PPE. Our providers may only collect for any applicable cost-sharing (deductible, copay or coinsurance) amounts for covered services and cannot balance bill our members for any additional expenses.

If you have not received services or have not received a bill for PPE from any participating providers of care, you are not required to take any further action at this time.

If, however, you have received a bill for the cost of PPE from any of our participating providers, and if you have paid that bill, you are entitled to a full refund for those costs. Please contact our Customer Care department at the telephone number on your member card for assistance in obtaining any refund due to you for the cost of PPE.

We appreciate and value your membership.

Sincerely,



Alex Levi  
Vice President, Customer Care