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Attention Members:

On August 5, 2020, the Department of Financial Services issued a letter\* regarding “Charges for Personal Protective Equipment by Participating Providers”.

Members should not be charged for personal protective equipment (PPE) used by their dentist or physician. Members may only be charged the plan-allowed cost share, if applicable.

If you have been charged for PPE at your routine visit, please notify AgeWell New York so a refund may be coordinated with your provider.

You can report this to AgeWell New York at [Providers@agewellnewyork.com](mailto:Providers@agewellnewyork.com).

\*Insurance Circular Letter No. 14 (2020) [https://www.dfs.ny.gov/industry\\_guidance/circular\\_letters/cl2020\\_14](https://www.dfs.ny.gov/industry_guidance/circular_letters/cl2020_14)