



New York Members Are Not Responsible for Personal Protective Equipment (PPE) Fees from NY Participating Providers.

Dear Member,

During the COVID-19 pandemic, participating providers may use more personal protective equipment (PPE) for your medical or dental visits. Members enrolled in our New York health and dental insurance plans **are not responsible to pay for PPE billed by a participating provider.**

Tell us if you've received a bill for PPE.

If a participating provider has billed or asked you to pay for PPE, follow one of the steps below to send us a complaint. Please include the PPE fees, the provider's name, date of service and a copy of your bill, if available. We'll work with the provider to resolve your bill.

1. Contact us at the toll-free number on your ID card
2. Use the "contact us" tool in the secure Member website
3. Write us at:

Aetna
PO Box 14463
Lexington, KY 40512

Ways you can learn more.

On August 5, 2020, the New York Department of Financial Services released guidance to explain that members of New York health and dental insurance plans should not pay for PPE. You can visit the New York Department of Financial Services' website to read this guidance. It's under the Department's Circular Letter No. 14 (2020):

https://www.dfs.ny.gov/industry_guidance/circular_letters

You can also call us at the toll-free number on your ID card for any questions about this notice or your Aetna insurance plan.

Health benefits and health insurance plans are offered and/or underwritten by Aetna Life Insurance Company and/or Aetna Health Insurance Company of New York (Aetna). Each insurer has sole financial responsibility for its own products.

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Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

We provide free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator,

P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779),

1-800-648-7817, TTY: 711,

Fax: 859-425-3379 (CA HMO customers: 860-262-7705), CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).