



Charging Patients for Personal Protective Equipment

Purpose of this communication:

To notify CareCentrix network providers of a State of New York mandate prohibiting charging patients fees for personal protective equipment.

What I need to know?

The State of New York prohibits providers from charging patients fees for personal protective equipment (PPE).

If you have charged a patient any PPE-related fees, we request that you immediately reimburse that patient for any such fees.

If a patient notifies CareCentrix that they were required to pay a provider PPE-related fees, CareCentrix will recoup any such fees from the provider.

Additional information

If you have additional questions about this topic, please refer to the New York Department of Financial Services website at https://www.dfs.ny.gov/industry_guidance/circular_letters/cl2020_14.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned Network Management representative for assistance.