

The New York State Department of Financial Services (DFS) recently issued guidance stating that care providers should not charge members additional fees for items such as personal protective equipment (PPE). DFS expects New York care providers to refund any of these charges paid by the member that were more than the member's financial responsibility on a claim. [New York State Department of Financial Services \(DFS\) guidance on personal protective equipment](#)

If you have been charged for PPE by an in-network provider, contact us to request a refund for this charge. Send your name, your provider's name, your member ID, date of service, amount charged for PPE and proof of payment by email to: [DentalPPE@prod.exelaonline.com](mailto:DentalPPE@prod.exelaonline.com)