

August 24, 2020

**Subject: Personal protective equipment**

Dear Provider:

BlueCross BlueShield of Western New York (BlueCross BlueShield) partners with Amerigroup companies to administer certain services to Medicaid Managed Care (MMC) and Child Health Plus (CHPlus) members. Please note, this correspondence is specific to the MMC and CHPlus programs only.

### **Summary**

In accordance with New York State Insurance Circular Letter No. 14, released on August 5, 2020, BlueCross BlueShield reminds participating providers that they are unable to bill patients for the providers' use of personal protective equipment (PPE) during in-person visits for covered services.

### **Provider action**

If you or your office has charged an MMC or CHPlus member for PPE, you must immediately issue a refund to the patient.

### **Questions?**

If you have questions about this communication, please contact your Provider Relations representative or call Provider Services at **1-866-231-0847**.

Sincerely,

Network Relations Department  
BlueCross BlueShield of Western New York

### **[www.bcbswny.com/stateplans](http://www.bcbswny.com/stateplans)**

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NYWPEC-1850-20 August 2020