



An important message regarding
Humana's COVID-19 response:
ADMINISTRATIVE UPDATE
Feb. 01, 2021

Thank you for your continued participation with Humana and the exceptional service you provide to our Dental Members. We recently received notification from the Maryland Insurance Administration that the imposition of additional fees for enhanced personal protective equipment may violate the Consumer Protection Act's prohibition against unfair or deceptive trade practices. Per the Maryland Insurance Administration:

"It is the enforcement position of the MIA that PPE and additional infection control measures are an integral part of performing any health care service covered under a policy or contract involving physical patient contact. For this reason, a provider's use of such measures, including PPE, may not be considered a separate non-covered service under a carrier's contract with a member or provider, and a health care provider participating in the carrier's network may not charge an additional fee to the patient for PPE or other infection control measures."¹

To assist you with additional operational costs due to COVID, Humana was providing additional compensation per patient claim from June through August. The Maryland Insurance Administration communication prohibits participating providers from billing any member or subscriber for enhanced infection control and additional PPE. Please contact us at 800-833-2233, Monday through Friday, 8:00 a.m. until 6:00 p.m. for any questions you may have.

¹ Md. Bulletin 20-43 (Dec. 14, 2020).