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## FOR IMMEDIATE RELEASE

### Contact:

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January 18, 2022

## COVID-19 Vaccine Administration Fees Update

NORWALK, Ohio— Huron County Public Health (HCPH) would like to address an issue with the agency's medical billing. Recently, persons who are un-insured or under-insured have incorrectly been charged an administration fee for a COVID-19 vaccine. Although this charge has since been stopped, we continue to experience a software glitch within the new billing software that HCPH recently transitioned to. Because of this issue within the billing software, some individuals who have received COVID-19 vaccines at HCPH have, or may for a short time, continue to improperly receive a bill for an administration fee for the COVID vaccine.

**Who may be impacted:** Individuals who received a COVID-19 initial series dose and/or booster dose from HCPH since August 1, 2021.

### Next steps:

- Individuals who have received a bill for a \$40.00 COVID-19 vaccine administration fee from HCPH should **disregard the bill** and inform HCPH if you receive any further notices about this charge.
- HCPH is permitted to charge a COVID-19 vaccine administration fee to insurance carriers, but the COVID-19 vaccine must be provided with no out-of-pocket cost to the individual. Thus, individuals who have received a bill for any portion of the \$40.00 COVID-19 vaccine administration fee from HCPH *after* their insurance was charged should also **disregard the bill** and inform HCPH if you receive any further notices about this charge.
- Individuals who paid out-of-pocket for the COVID-19 vaccine administration fee **will receive a reimbursement for this fee**. HCPH staff are working as quickly as possible to review all COVID-19 vaccine charges and will process refunds for anyone who paid out-of-pocket for the COVID-19 vaccine administration fee. If you do not receive a refund within 60 days, please contact HCPH at 419-668-1652 ext. 257.



Timothy Hollinger, MPH  
Health Commissioner

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(567) 244-3201

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(419) 663-1809

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Please note that this error applies **only** to the COVID-19 vaccine administration fee; other vaccine administration fee charges that you may have received on a bill from HCPH still apply. We sincerely apologize for any inconvenience that this issue may have caused and ask that our patients be patient with us as we work through the timely resolution of this issue.

If you have any questions, please contact Karen Boose, Director of Administrative Services, at 419-668-1652 ext. 257.

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