



INFORMATIONAL MEMORANDUM

Florida Office of Insurance Regulation
David Altmaier, Commissioner

DOI Link: <https://www.floir.com/Office/Coronavirus-COVID-19.aspx>

Description: FL COVID-19 L&H Insurance News Releases & Bulletins

Informational Memoranda

- **OIR-20-06M: Telehealth and Pharmacy Audit Guidance - April 6, 2020**

In response to [Governor Ron DeSantis' Executive Orders 20-51 and 20-52](#) establishing COVID-19 response protocols and declaring a state of emergency in the state of Florida, OIR issued Informational Memorandum OIR-20-06M to all health insurers, and other health entities regulated by OIR, and all Pharmacy Benefit Managers registered to do business in Florida to encourage the use of technology to help combat the spread of COVID-19.

All health insurers, health maintenance organizations, and other health entities are encouraged to broaden access to care for telehealth services to help alleviate hurdles for Floridians attempting to utilize telehealth services to receive needed care.

All registered Pharmacy Benefit Managers are requested to transition to an electronic audit process in order to avoid unnecessary risk and maintain social distancing, and extended audit deadlines when possible.

Please read Informational Memorandum OIR-20-06M [here](#)

- **OIR-20-02M: Prescription Refills - March 10, 2020**

Following Governor DeSantis' [Executive Order 20-52](#) declaring an emergency in the state of Florida in response to the COVID-19 public health emergency, the Florida Office of Insurance Regulation (OIR) issued Informational Memorandum OIR-20-02M to all health insurers, health maintenance organizations and other health entities authorized to do business in Florida as a reminder of Florida law regarding early prescription refills.

Please read Informational Memorandum OIR-20-02M [here](#).

Disclaimer: The information outlined above is provided for informational purposes only.
It is not intended, nor should it be considered as legal advice.
Please refer to the respective State website for more information.

- **OIR-20-01M: Communication and Cost-Sharing - March 6, 2020**

In response to the [Executive Order 20-51](#) issued by Governor Ron DeSantis establishing COVID-19 response protocols and directing a public health emergency in Florida, the Florida Office of Insurance Regulation (OIR) is issuing this Informational Memorandum to all health insurers authorized to do business in Florida to help facilitate the state's ongoing efforts to protect Floridians.

This memorandum directs insurers to:

- Use every channel available to them to communicate with their policyholders and share official CDC and DOH information;
- Devote resources to inform consumers of available benefits, quickly respond to inquiries, and avoid and dispel misinformation;
- Work with public health officials to do everything possible to prepare and respond; and
- Consider all practicable options to reduce the barriers of cost-sharing for testing and treatment of COVID-19.

Please read Informational Memorandum OIR-20-01M [here](#).

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