



INFORMATIONAL MEMORANDUM OIR-20-06M

ISSUED

April 6, 2020

Florida Office of Insurance Regulation

David Altmaier, Commissioner

TO ALL HEALTH INSURERS AND OTHER HEALTH ENTITIES REGULATED BY THE FLORIDA OFFICE OF INSURANCE REGULATION, AND ALL PHARMACY BENEFIT MANAGERS REGISTERED IN FLORIDA

~ Telehealth and Pharmacy Audit Guidance for Response to COVID-19 ~

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, and following Governor DeSantis' Executive Order [20-52](#) declaring a state of emergency in the state of Florida, the Florida Office of Insurance Regulation (OIR) is issuing this Informational Memorandum 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.

Access to Telemedicine

Consistent with recent [action](#) taken by the Centers for Medicare & Medicaid Services (CMS) and Emergency Order [20-002](#) issued by the Florida Department of Health, OIR believes innovative use of technology can combat spread of COVID-19 by allowing Floridians to remain in their homes without losing access to critical care. This memorandum encourages all health insurers, health maintenance organizations, and other health entities to broaden access to care for telehealth services as defined in [section 456.47\(1\)\(a\)](#), Florida Statutes, to help alleviate hurdles for Floridians attempting to utilize telehealth services.

Pharmacy Audits

As the public and many small businesses face the impacts of the spread of COVID-19, technology can also provide an alternative to the traditional audit process. This memorandum requests all health insurers and other health entities regulated by OIR, and registered Pharmacy Benefit Managers to transition to an electronic audit process in order to avoid unnecessary risk and maintain social distancing. Pharmacy Benefit Managers are strongly encouraged, when prudent, to extend audit deadlines during the public health emergency.

If you have questions regarding this memorandum, please email COVID-19_Orders@flor.com and include "Informational Memorandum OIR-20-06M" in the subject line.