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@floir.com
and include “Informational Memorandum OIR-20-06M” in the subject line.