

# UPDATE

## New Health Insurer Memorandum

Governor Ron DeSantis has established a COVID-19 response protocol directing a public health emergency in Florida. The Florida Office of Insurance Regulation (OIR) is therefore 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 as well as:

- 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
- Consider all practicable options to reduce the barriers of cost-sharing for testing and treatment of COVID-19.

[Click here to access Florida Department of Health updates.](#) W3 will continue to post pertinent information as well.