



Good afternoon NICA Families,

Since Chief Financial Officer Jimmy Patronis issued his directive for me, as the Insurance Consumer Advocate, to advocate for NICA families, I have taken immediate steps to become more familiar with NICA; obtained specific data to review and analyze; and communicated directly with you to provide pertinent updates.

As promised, I want to keep you updated on the various steps I take as your advocate. Below is a brief overview of my actions and current status. Please visit www.MyFloridaCFO.com/Division/ICA/NICA/Advocacy for a more comprehensive summary of each action, including additional details and next steps.

Introductory Meetings

I held introductory meetings with NICA, its Board of Directors Chair and entities involved in the NICA processes – the Division of Administrative Hearings (DOAH) and the Office of Insurance Regulation (OIR). The purpose of the meetings was to become familiar with stakeholders, provide an overview of my role as the Insurance Consumer Advocate, and learn more about the structure and processes currently implemented.

Audit Meetings

I met with OIR's audit team to discuss the NICA audit and its scope. I also shared my feedback thus far to highlight potential focus areas.

I also met with the Auditor General's Office to obtain an understanding of the scope and focus areas of the pending audit. I also shared feedback on a recent survey sent to NICA families.

Data Mining

During introductory meetings with each entity, I requested specific data to better understand the current landscape of NICA and to inform my next advocacy steps. I also obtained current contact information for NICA families to communicate directly with you.

Communication Strategy

I developed a communication strategy to communicate directly with NICA families and to ensure you're aware of pertinent, timely updates or changes.

NICA Website Review

I performed a review of NICA's new website design and shared feedback and suggestions with NICA's Executive Director and team. My feedback focused on improvements to make the site more user-friendly, inclusive and informative.

NEXT STEPS

1. You will receive a survey from me to obtain your feedback on your experience with NICA and to inform advocacy efforts. Please be on the lookout for the email.
2. I plan to attend the next NICA Board of Directors Meeting scheduled on June 18, 2021.
3. I will review the new NICA Benefits Handbook (currently being revised) to ensure all benefits and reimbursable expenses are included with a brief description of each and the required documentation that must be submitted.

For more next steps and additional details on each action above, please visit:

**Advocacy for
NICA Families**



SUPPORTIVE SERVICES FOR
FAMILIES & PHYSICIANS

www.MyFloridaCFO.com/Division/ICA/NICA/Advocacy

I will continue to work towards streamlining operations, improving processes and ensuring participants are treated justly.

Please contact me with any questions, comments or concerns.

Sincerely,

Tasha Carter

FL's Insurance Consumer Advocate

Tasha Carter

The Voice for Florida's Insurance Consumers

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