



Good morning NICA Families,

Chief Financial Officer Jimmy Patronis requested that the Office of Insurance Regulation (OIR) conduct a **Market Conduct Operational Audit of NICA**. The audit was conducted to analyze NICA's claims handling practices and determine if NICA complied with its statutory mandate. OIR found 15 separate findings and provided recommendations to the NICA Board of Directors to ensure the plan is administered in a manner that promotes and protects the health and best interests of children with birth-related neurological injuries.

OIR's audit team and I worked in close consultation to conduct the audit. As such, I also provided recommendations to the NICA Board of Directors to improve and streamline the program. I developed the recommendations following a series of meetings with NICA executive staff, feedback from participant families via the survey, direct communication with families and assisting families with specific inquiries.

To review the OIR audit report and a full list of my recommendations, visit:

**Office of Insurance Regulation Market Conduct Operational Audit**  
**[www.MyFloridaCFO.com/Division/ICA/NICA/OIRAudit](http://www.MyFloridaCFO.com/Division/ICA/NICA/OIRAudit)**

I will continue to work with NICA as the recommended changes and improvements are implemented.

Thank you,

Tasha Carter  
Florida's Insurance Consumer Advocate

*Tasha Carter*

The Voice for Florida's Insurance Consumers

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