

## A Message From ICA Tasha Carter

It's a privilege to continue to serve and advocate on your behalf.  
Below please find an update on actions I have taken for NICA  
families since the [last update](#) I provided.

## Meetings



### NICA Executive Director

I have continued to frequently meet and correspond with Kenney Shipley, NICA's Executive Director, regarding the implementation of the provisions in Senate Bill 1786, specific family issues, the newly re-designed [NICA website](#) and more.



### Office of Insurance Regulation (OIR)

I continued meeting with OIR's Chief of Staff and audit team to discuss the ongoing OIR audit and specific issues shared by families. OIR shared its preliminary audit findings and I shared preliminary survey trends. OIR and I have collaborated to determine next steps and focus areas for the audit.



### NICA Families RE: Legislative Proposals

More than 20 NICA parents indicated they had legislative proposals and recommendations to improve NICA. I offered to meet with each parent via phone or video conference. My team and I are in the process of scheduling the meetings.



### Auditor General's Office

I continued to correspond with the Office regarding scope and focus areas of its audit.



### Office of Program Policy Analysis and Government Accountability (OPPAGA)

I met with the Office of Program Policy Analysis and Government Accountability's Health and Human Services Policy Area to share feedback of my NICA advocacy efforts and steps I've taken thus far.

## Data

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Nearly weekly, I've requested data from NICA on the number of parental awards and death benefits disbursed as outlined in SB 1786. Additionally, I've requested data and clarification on the home construction and modification benefit; transportation benefit; and reimbursement for generators.

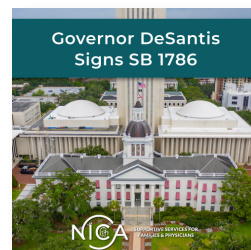
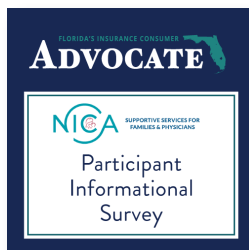
## Communication

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- **Survey to NICA participants to obtain their feedback** on their experience and to inform advocacy efforts - The survey was sent to families and I am in the process of finalizing the Executive Summary (no identifying information will be included).

I have also followed up with those who indicated they wanted to participate in a NICA Family Communication Group and those who have legislative proposals and ideas to improve NICA. If you would like to participate in the group or have ideas for legislative changes, please email me @ [YourFLVoice@MyFloridaCFO.com](mailto:YourFLVoice@MyFloridaCFO.com).

- **My team and I continue to speak and correspond with NICA parents** who have specific questions regarding legislative implementation, benefits, denials, program changes, etc.
- **Advocacy Update** – I provided an update to families on my initial advocacy actions.
- **Consumer Advisory** to participants to provide legislative and program updates – Via an Advisory, I informed families when Governor DeSantis received and signed SB 1786 and outlined the effective dates. Once all members of the Board of Directors are appointed, I will update families on the appointments.



## Next Steps

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- The **Benefit Handbook** is 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. I will review the draft prior to dissemination to families.
- Finalize and distribute **NICA survey summary** (no identifying information will be included).
- Update to families regarding the **Board of Directors** once all members are appointed.
- Propose revisions to **NICA's Plan of Operations** to NICA and OIR.
- Identify **legislative proposals** for consideration during the 2022 Legislative Session.



I will continue to take additional steps to advocate for NICA families, and will keep you apprised on my advocacy actions and efforts.

Please contact me with any questions, comments or concerns.

## Contact the Office of the Insurance Consumer Advocate

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