

Assessment of Public Comments Made on the Proposed Sixty-Second Amendment to 11 NYCRR
52 (Insurance Regulation 62)

The New York State Department of Financial Services (“Department”) received comments from numerous health care providers across the State. All of the comments supported the proposed regulation; no changes were requested and no concerns were raised.

Health care providers commented that telehealth plays a significant role in providing quality care to persons who need mental health services and when clinically appropriate, an audio-only visit, such as by telephone, provides essential access to care to the people of New York.

The Department received additional comments indicating that audio-only visits will expand the reach of mental health services and access to care, particularly for specific populations, such as the elderly who are not able to use video-enabled technology. The comments stated that it is essential for insureds to continue to have access to health care services through audio-only telehealth visits.