

Health Equity in Action: Making New York's Health Care System Fairer and More Accessible for All New Yorkers

The New York State Department of Financial Services (DFS) plays a key role in protecting consumers and regulating New York State health insurers, pharmacy benefit managers, life insurers, and more. Led by Superintendent Adrienne A. Harris, DFS seeks to build a health care system that is more accessible and more equitable for all New Yorkers, including those historically underserved and marginalized.

Under Governor Kathy Hochul and Superintendent Harris, DFS's health equity initiatives include:

- Eliminating out-of-pocket costs for insulin through insurance plans.
- Adopting rules that require health insurers to request demographic data, enabling policymakers to develop data-driven solutions that better serve all New Yorkers.
- Implementing new rules to increase access to timely mental health and substance use disorder care.
- Launching DFS Connect for New Yorkers to more easily submit complaints about pharmaceutical drug price spikes and pharmacy benefit managers (PBMs).
- Establishing principles to protect consumers when insurers use artificial intelligence in underwriting and pricing.
- Adopting new PBM market conduct rules to strengthen consumer protections and address anti-competitive conduct.
- Returning over \$700 million to consumers and health care providers since August 2021.
- Monitoring and investigating prescription drug prices in New York and requiring prescription drug manufacturers to report certain price increases to DFS before they occur.
- Achieving record high use of Paid Family Leave and supporting the expansion of first-in-the-nation prenatal Paid Family Leave.
- Eliminating waiting periods for dental coverage sold on the New York State of Health Marketplace, allowing use of benefits when needed.

To learn more about DFS's health equity agenda, visit dfs.ny.gov or call the DFS consumer assistance hotline: (800) 342-3736, or scan QR code below:

