



Division of State Group Insurance  
4050 Esplanade Way, Suite 215A  
Tallahassee, Florida 32399-0950  
Tel: 850.921.4600  
Fax 850.488.0252  
[www.dms.MyFlorida.com](http://www.dms.MyFlorida.com)

Governor Charlie Crist

Secretary Linda H. South

**MANAGEMENT ADVISORY #09-018**

**DATE:** September 1, 2009  
**TO:** Personnel Officers and Benefit Coordinators  
**FROM:** Suzetta Furlong, Manager  
**SUBJECT:** Policy Clarifications Web Site

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Questions about policy often arise. We have developed a more formal process for responding to policy questions that have a broad scope of impact. We are publishing them as policy clarifications and posting them on our [DSGI Web site](#).

In general, these are interpretations of how the service center should process benefits actions; however, they do impact our participants, so you may want to review them to stay informed. We will send you a management advisory for any policy that has a direct bearing on your office.

Please visit the [Policy Clarification](#) site from time to time to see what's new.