

Report on Examination

of

CCRC - Regency Oaks, LLC

d/b/a

Regency Oaks

Clearwater, FL

as of

December 31, 2023



Contents

Scope of Examination	1
Company History.....	1
Summary of Findings	2
Minimum Liquid Reserve	3
Summary of Recommendations.....	4
Conclusion	5

SCOPE OF EXAMINATION

The Florida Office of Insurance Regulation (“OIR”), Life & Health Financial Oversight unit, conducted a routine examination of CCRC - Regency Oaks, LLC d/b/a Regency Oaks (“Regency Oaks”), pursuant to section 651.105, Florida Statutes. The objective of the examination was to determine the extent of compliance with the provisions of Chapter 651, Florida Statutes, and Rule Chapter 69O-193, Florida Administrative Code. The examination covered the period of January 1, 2021, through December 31, 2023.

COMPANY HISTORY

CCRC - Regency Oaks, LLC, a Delaware for-profit limited liability company was granted a certificate of authority by the OIR to offer continuing care contracts on December 12, 2014. CCRC - Regency Oaks, LLC operates the continuing care retirement community (“CCRC”) facility located in Orlando, Florida and is managed by Life Care Service, LLC.

Regency Oaks operates on a calendar year from January 1 through December 31. As of December 31, 2023, Regency Oaks reported in its Annual Report filed with the OIR: 471 Continuing Care Units consisting of 385 Independent Living Units, 22 Assisted Living Units, 60 Skilled Nursing Units, and 4 Rental Units. As of December 31, 2023, there were 552 individuals reported residing at Regency Oaks. The facility reports, pursuant to a continuing care contract, 470 residents in Independent Living, 23 residents in Assisted Living and Memory Care, and 13 residents in Skilled Nursing. The facility reported 46 residents without a continuing care contract.

SUMMARY OF FINDINGS

Quarterly Meetings with Residents

Finding 1:

In four instances, pursuant to section 651.085(1), Florida Statutes, Regency Oaks failed to accurately report the dates on which quarterly meetings were held in the Annual Report.

Finding 2:

In one instance, pursuant to section 651.081(1), Florida Statutes, Regency Oaks failed to provide a date for the meeting held during the third quarter of 2021.

Resident Council Required Disclosures

Finding 3:

In two instances, pursuant to section 651.091(2)(h), Florida Statutes, Regency Oaks failed to provide documentation demonstrating that the information described in section 651.085(4), Florida Statutes, was provided in writing to the president or chair of the residents' council.

Finding 4:

In two instances, pursuant to section 651.091(2)(j), Florida Statutes, Regency Oaks failed to provide documentation demonstrating that a copy of each quarterly statement was delivered to the president or chair of the residents' council within 30 days after the quarterly statement is filed with the OIR.

Finding 5:

In two instances, pursuant to section 651.085(3), Florida Statutes, Regency Oaks failed to provide documentation demonstrating that the designated resident representative was notified by the provider at least 14 days in advance of any meeting of the full governing body at which the annual budget and proposed changes in resident fees or services are on the agenda or discussed.

Minimum Liquid Reserve

Finding 6:

In one instance, pursuant to section 651.035(11), Florida Statutes, Regency Oaks failed to fund the Minimum Liquid Reserve shortfall within 10 business days after the end of any fiscal quarter due to a change in the market value of the invested funds.

Finding 7:

In one instance, pursuant to section 651.011(16)(a), Florida Statutes, Regency Oaks was Impaired as the facility failed to maintain its minimum liquid reserve as required under section 651.035, Florida Statutes.

MINIMUM LIQUID RESERVE

As of December 31, 2023, Regency Oaks had a Minimum Liquid Reserve that was funded in accordance with section 651.035, Florida Statutes.

SUMMARY OF RECOMMENDATIONS

Quarterly Meetings with Residents

Findings 1 and 2: The OIR recommends that Regency Oaks ensures that the dates of quarterly meetings with residents pursuant to section 651.085(1), Florida Statutes, are properly reported, in accordance with section 651.026(2)(d), Florida Statutes.

Resident Council Required Disclosures

Findings 3, 4, and 5: The OIR recommends that Regency Oaks establish adequate procedures and controls to ensure the statutory availability, distribution, and posting of reports and records are distributed to the president or chair of the residents' council, in accordance with section 651.091(2), Florida Statutes.

Minimum Liquid Reserve

Finding 6 and 7: The OIR recommends that Regency Oaks establish adequate procedures and controls to ensure that the statutory required Minimum Liquid Reserve remains funded in accordance with section 651.035, Florida Statutes.

CONCLUSION

This Report of Examination is based upon the information provided to the OIR from Regency Oaks and additional research conducted by the OIR.

The following individuals from the Florida Office of Insurance Regulation participated in the examination: Michael Rockwell, Financial Administrator; Steven Waites, Financial Specialist; Al Garabedian, Financial Specialist.

Respectfully submitted,



Carolyn M. Morgan
Director
Life & Health Financial Oversight
Florida Office of Insurance Regulation
Date Signed: 4/29/25