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To: Texas Workers' Compensation System Participants

From: Kara Mace, General Counsel

Date: [May 9, 2024](#)

Subject: Adopted rule on medical billing complaints

The Texas Department of Insurance, Division of Workers' Compensation (DWC) adopted amendments to 28 Texas Administrative Code [Section 180.2](#), concerning filing a complaint. The amendments are necessary to ensure that no health care provider or agent can use DWC's complaint process to bypass the medical fee dispute resolution filing deadline in 28 TAC [Section 133.307\(c\)](#). The restriction does not apply to a health care provider submitting a complaint under [Insurance Code Chapter 1305](#).

DWC adopted the rule without changes to the proposed text. DWC received no oral comments at the April 16, 2024, public hearing, and three written comments on the rule by the April 22, 2024, deadline. The rule will be effective on May 28, 2024.

The rule will be published in the May 24, 2024, issue of the *Texas Register* and available at www.sos.state.tx.us/texreg/index.shtml once published. We will also post a copy of the rule on the website at www.tdi.texas.gov/wc/rules/2024rules.html.