

No. **2025-9385**

**Official Order  
of the  
Texas Commissioner of Workers' Compensation**

**Date: 7/2/2025**

**Subject Considered:**

Saint Joseph Regional Health Center  
2801 Franciscan Drive  
Bryan, Texas 77802-2544

Consent Order  
DWC Enforcement File Nos. 35610 and 35611

**General remarks and official action taken:**

This is a consent order with Saint Joseph Regional Health Center (Respondent). The commissioner of the Texas Department of Insurance, Division of Workers' Compensation (DWC) considers whether DWC should take disciplinary action against Respondent.

**Waiver**

Respondent acknowledges that the Texas Labor Code and other applicable laws provide certain rights. Respondent waives all of these rights, and any other procedural rights that apply, in consideration of the entry of this consent order.

**Findings of Fact**

1. Respondent is a health care provider operating in the Texas workers' compensation system.
2. Respondent was not selected to be tiered in the 2019, 2021, and 2023 Performance Based Oversight (PBO) assessments.

Failure to Timely Comply with a Refund Request from an Insurance Carrier

*File No. 35610*

3. On [REDACTED], Respondent was sent a refund request for \$ [REDACTED] from the insurance carrier for services provided between [REDACTED], and [REDACTED]. The refund request was sent to the P.O. box address that Respondent included on their bill.
4. Respondent was required to contact the requestor with the decision to pay or deny the refund request not later than the 45th day of receipt of the request, which was [REDACTED].
5. On [REDACTED], Respondent received a second refund request from the insurance carrier. This refund request was sent to the same P.O. box.
6. On [REDACTED], Respondent responded to the refund request 1,338 days late.

Failure to Timely Comply with a DWC Order to Produce Documents

*File No. 35611*

7. On [REDACTED], Respondent received a DWC order for production via certified mail. Respondent was ordered to produce the following documentation:
  - a. a date stamped copy of the request for refund received by Respondent;
  - b. a copy of Respondent's response to the request for refund;
  - c. a copy of any payment summary or check draft regarding any refund with or without interest payment; and
  - d. Respondent's statement of position regarding its failure to timely respond to the request for refund.
8. Respondent was required to produce these documents by [REDACTED].
9. On [REDACTED], Respondent responded to DWC's order for production 166 days late.

### **Assessment of Sanction**

1. Failing to comply with the statutes and rules governing proper billing and reimbursements in the Texas workers' compensation system imposes an undue financial burden on system participants, increases the likelihood of disputes, and is contrary of DWC's goal of a fair and balanced workers' compensation system. Additionally, timely submitting information to DWC and complying with DWC orders is imperative to DWC's ability to implement and enforce the Texas Workers' Compensation Act.
  
2. In assessing the sanction for this case, DWC fully considered the following factors in Tex. Lab. Code § 415.021(c) and 28 Tex. Admin. Code § 180.26(e):
  - the seriousness of the violation, including the nature, circumstances, consequences, extent, and gravity of the prohibited act;
  - the history and extent of previous administrative violations;
  - the violator's demonstration of good faith, including actions it took to rectify the consequences of the prohibited act;
  - the penalty necessary to deter future violations;
  - whether the administrative violation had a negative impact on the delivery of benefits to an injured employee;
  - the history of compliance with electronic data interchange requirements;
  - to the extent reasonable, the economic benefit resulting from the prohibited act; and
  - other matters that justice may require, including, but not limited to:
    - PBO assessments;
    - prompt and earnest actions to prevent future violations;
    - self-report of the violation;
    - the size of the company or practice;
    - the effect of a sanction on the availability of health care; and
    - evidence of heightened awareness of the legal duty to comply with the Texas Workers' Compensation Act and DWC rules.
  
3. DWC found the following factors in Tex. Lab. Code § 415.021(c) and 28 Tex. Admin. Code § 180.26(e) to be aggravating:
  - a. Respondent's conduct was serious because Respondent failed to respond to either refund request for 1,338 days and failed to respond to a DWC order to produce for 166 days, which demonstrates a pattern of conduct;

- b. violation of a DWC order is a serious and priority violation under Texas Labor Code §402.0235;
  - c. the history and extent of previous administrative violations; and
  - d. the penalty necessary to deter future violations.
4. DWC considered as mitigation the complexity of the refund request and Respondent's recent good faith efforts to address the disputed amounts of the bill and negotiate a settlement of the matter with the insurance carrier pursuant to Tex. Lab. Code § 415.021(c) and 28 Tex. Admin. Code § 180.26(e).
5. Respondent acknowledges communicating with DWC about the relevant statute and rule violations alleged; that the facts establish that the administrative violation(s) occurred; and that the proposed sanction is appropriate, including the factors DWC considered under Tex. Lab. Code § 415.021(c) and 28 Tex. Admin. Code § 180.26(e).
6. Respondent acknowledges that, in assessing the sanction, DWC considered the factors in Tex. Lab. Code § 415.021(c) and 28 Tex. Admin. Code § 180.26(e).

### **Conclusions of Law**

1. The commissioner has jurisdiction over this matter pursuant to Tex. Lab. Code §§ 402.001, 402.00114, 402.00116, 402.00128, 414.002, and 414.003.
2. The commissioner has the authority to dispose of this case informally pursuant to Tex. Gov't Code § 2001.056, Tex. Lab. Code §§ 401.021 and 402.00128(b)(6)-(7), and 28 Tex. Admin. Code § 180.26(h) and (i).
3. Respondent has knowingly and voluntarily waived all procedural rights to which it may have been entitled regarding the entry of this order, including, but not limited to, issuance and service of notice of intent to institute disciplinary action, notice of hearing, a public hearing, a proposal for decision, a rehearing by the commissioner, and judicial review.
4. Pursuant to Tex. Lab. Code § 415.021, the commissioner may assess an administrative penalty against a person who commits an administrative violation.

5. Pursuant to Tex. Lab. Code §§ 415.003(5) and (6), a health care provider commits an administrative violation if he fails to comply with a DWC rule or a provision of the Texas Workers' Compensation Act.

Failure to Timely Comply with a Refund Request from an Insurance Carrier

6. Pursuant to Tex. Lab. Code § 408.0271(a), if the health care services provided to an injured employee are determined by the insurance carrier to be inappropriate, the insurance carrier must: (1) notify the HCP in writing of the carrier's decision; and (2) demand a refund by the HCP of the portion of payment on the claim that was received by the HCP for the inappropriate services.
7. Pursuant to Tex. Lab. Code § 408.0271(b), a health care provider may appeal the insurance carrier's determination. The health care provider must file an appeal with the insurance carrier not later than the 45th day after the date of the insurance carrier's request for the refund. The insurance carrier must act on the appeal not later than the 45th day after the date on which the provider files the appeal.
8. Pursuant to Tex. Lab. Code § 408.0271(c), a health care provider shall reimburse the insurance carrier for payments received by the provider for inappropriate charges not later than the 45th day after the date of the carrier's notice. The failure by the health care provider to timely remit payment to the carrier constitutes an administrative violation.
9. Pursuant to 28 Tex. Admin. Code § 133.260(c), a health care provider shall respond to a request for a refund from an insurance carrier by the 45th day after receipt of the request, either by paying the requested amount or submitting an appeal to the insurance carrier with a specific explanation of the reason the health care provider has failed to remit payment.
10. Respondent violated Tex. Lab. Code §§ 408.0271(b) & (c); 415.003(5) and (6); and 28 Tex. Admin Code § 133.260(c) by failing to timely comply with a refund request.

Failure to Timely Comply with a DWC Order to Produce Documents

11. Pursuant to Tex. Lab. Code §§ 415.0035(e) and 415.021(a), a person regulated by DWC under this title commits an administrative violation if they violate the Texas Workers' Compensation Act, a DWC rule, or a commissioner's order or decision.
12. Pursuant to 28 Tex. Admin. Code § 102.9, DWC requires those subject to the Texas Workers' Compensation Act to provide information as necessary. DWC may follow up on a request for information by issuing an order to produce information.
13. Respondent violated Tex. Lab. Code §§ 415.0035(e); 415.021(a); and 28 Tex. Admin. Code § 102.9 by failing to timely comply with a DWC order to produce documents.

**Order**

It is ordered that Saint Joseph Regional Health Center must pay an administrative penalty of \$10,000 within 30 days from the date the Commissioner signs the order.

After receiving an invoice, Saint Joseph Regional Health Center must pay the administrative penalty by electronic transfer using the State Invoice Payment Service, cashier's check or money order and make it payable to the "State of Texas." Mail the administrative penalty to the Texas Department of Insurance, Attn: DWC Enforcement Section, MC AO-9999, P.O. Box 12030, Austin, Texas 78711-2030.

  
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Jeff Nelson  
Commissioner  
TDI, Division of Workers' Compensation

Approved Form and Content:

  
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