

No. **2025-9437**

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

**Date: 7/31/2025**

**Subject Considered:**

Envision Physician Services  
20 Burton Hills Boulevard, Suite 300  
Nashville, Tennessee 37215

Consent Order  
DWC Enforcement File No. 36405

**General remarks and official action taken:**

This is a consent order with Envision Physician Services (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 any years' Performance Based Oversight (PBO) assessments.

Improperly Pursuing a Private Claim Against an Injured Employee

3. Between [REDACTED], and [REDACTED], Respondent provided medical services to an injured employee.
4. On [REDACTED], Respondent billed the injured employee's workers' compensation insurance carrier for health care services provided on [REDACTED].
5. On [REDACTED], the insurance carrier denied the bill because Respondent submitted the bill late.
6. On [REDACTED], the insurance carrier received a second bill from Respondent for the medical services provided on [REDACTED]. On [REDACTED], the insurance carrier denied the second bill because it was a duplicate of the previously denied bill.
7. After each denial, the insurance carrier sent Respondent an explanation of benefits (EOB) that included a statement instructing Respondent to not directly bill the injured employee for any unpaid amounts.
8. On [REDACTED], the insurance carrier received a request for reconsideration from Respondent. The following day, [REDACTED], the insurance carrier issued an EOB notifying Respondent of the carrier's decision to pay a reduced amount for the medical services provided on [REDACTED].
9. On [REDACTED], Respondent sent a \$ [REDACTED] bill directly to the injured employee for the health care services it provided on [REDACTED].
10. There is no finding determining that the injured employee violated Tex. Lab. Code § 408.022 in selecting a treating doctor and no final adjudication that the claim was not compensable.

**Assessment of Sanction**

1. Improperly billing an injured employee for health care services imposes an undue financial burden on the injured employee and circumvents the Texas workers' compensation system and the roles of its system participants.

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;
  - 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. the seriousness of the violation, including that Respondent unlawfully attempted to bill an injured employee for medical services that Respondent knew were provided for a work-related injury;
  - b. Respondent's history of similar administrative violations, including three warning letters for similar conduct in DWC enforcement files 34335, 33738, & 33690;
  - c. the penalty necessary to deter future violations; and
  - d. Respondent's sophistication and heightened awareness of the legal duty to comply with the Texas Workers' Compensation Act and DWC rules.
4. DWC considered Respondent's prompt and earnest actions to prevent future violations, including increasing quality assurance reviews of the handling of workers' compensation claims, as a mitigating factor 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(6), a health care provider commits an administrative violation if it fails to comply with a provision of the Texas Workers' Compensation Act.
6. Pursuant to Tex. Lab. Code § 413.042, a health care provider commits an administrative violation by pursuing a private claim against a workers' compensation claimant for all or part of the cost of a health care service unless the injury is finally adjudicated as not compensable, or the injured employee violates Tex. Lab. Code § 408.022 relating to the selection of a doctor.
7. Respondent violated Tex. Lab. Code §§ 413.042 and 415.003(6) by improperly billing an injured employee for workers' compensation health care services.

**Order**

Within 30 days from the date of the entry of this Order, Envision Physician Services shall submit written proof to the Division of Workers' Compensation (DWC) that it: (1) provided a copy of the warning letters issued by DWC in enforcement files 34335, 33738, and 33690 to all staff and agents or vendors involved in billing for Envision Physician Services in the state of Texas; and (2) provided written, virtual, or live training on the law prohibiting direct billing of injured employees for work-related health care services under the Texas Labor Code. The written proof must be submitted by email to [DWC\\_Enforcement@tdi.texas.gov](mailto:DWC_Enforcement@tdi.texas.gov), and include the name and affiliation (e.g., staff, agent, or vendor) of each person who received the letters and training.

To facilitate DWC's verification of compliance with this Order, Envision Physician Services will provide DWC with current contact information – namely the business address and email address – for each person who received the letters and training. Envision Physician Services may provide this information prior to the effective date of this consent order.

  
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Jeff Nelson  
Commissioner  
TDI, Division of Workers' Compensation

Approved Form and Content:

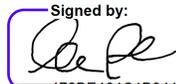
  
\_\_\_\_\_  
Alberto Garcia  
Staff Attorney, Enforcement  
Compliance and Investigations  
TDI, Division of Workers' Compensation

**Unsworn Declaration**

**STATE OF** Florida §  
§  
**COUNTY OF** Broward §

Pursuant to the Tex. Civ. Prac. and Rem. Code § 132.001(a), (b), and (d), my name is Carmen Pla. I hold the position of Chief Revenue Officer and am the authorized representative of Envision Physician Services. My business address is: 1525 W Cypress Creek Rd, Ft Lauderdale, Broward, FL, 33309.  
(Street) (City) (County) (State) (ZIP Code)

I am executing this declaration as part of my assigned duties and responsibilities. I declare under penalty of perjury that the facts stated in this document are true and correct.

Signed by:  
  
472BE464C1B3410...  
Declarant

Executed on July 3, 2025 | 11:30 AM PDT, 2025.