

No. 2017- 5028

**OFFICIAL ORDER
of the
TEXAS COMMISSIONER OF INSURANCE**

Date: APR 06 2017

Subject Considered:

CIGNA HEALTHCARE OF TEXAS, INC.
1640 Dallas Parkway
Plano, Texas 75093

CONSENT ORDER
TDI ENFORCEMENT FILE NO. 12365

General remarks and official action taken:

The commissioner of insurance considers whether disciplinary action should be taken against Cigna Healthcare of Texas, Inc. (Cigna).

WAIVER

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

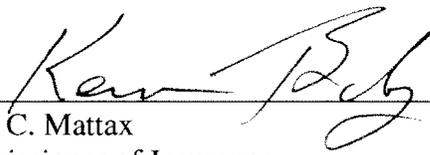
FINDINGS OF FACT

1. TDI issued Cigna basic service health maintenance organization (HMO) license number 94587, effective May 31, 1996.
2. The National Committee for Quality Assurance credentialing standards requires an organization to recredential practitioners every three years to confirm the status of the practitioner's license.
3. During the course of reviewing the annual network filings submitted by Cigna, TDI found multiple credentialing deficiencies.
4. Cigna submitted updated credentialing data and has represented to TDI that procedures are being implemented to ensure accurate credentialing.

CONCLUSIONS OF LAW

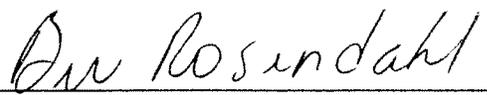
1. The commissioner has jurisdiction over this matter pursuant to TEX. INS. CODE §§ 31.002, 82.051-82.055, 84.021-84.022, and 843.155; 28 TEX. ADMIN. CODE §§ 11.1902(4) and 11.1902(7); and TEX. GOV'T CODE §§ 2001.051-2001.178.
2. The commissioner has authority to informally dispose of this matter as set forth under TEX. GOV'T CODE § 2001.056, TEX. INS. CODE §§ 82.055 and 36.104, and 28 TEX. ADMIN. CODE § 1.47.
3. Cigna violated TEX. INS. CODE §§ 28 TEX. ADMIN. CODE § 11.1902(4) and 11.1902(7) because it failed to meet the credentialing standards promulgated by the National Committee for Quality Assurance and adopted by TDI, and failed to appropriately monitor delegated entities that perform provider credentialing.

The commissioner orders Cigna Healthcare of Texas, Inc. to pay an administrative penalty of \$40,000, within 30 days from the date of this order. The administrative penalty must be paid by company check, cashier's check, or money order made payable to the "State of Texas." Mail the administrative penalty to the Texas Department of Insurance, Attn: Enforcement Section, Division 40111, MC 9999, P.O. Box 149104, Austin, Texas, 78714-9104.



David C. Mattax
Commissioner of Insurance
By: Kevin Brady, Deputy Commissioner
Delegation Order 4506

Approved as to Form and Content:



Bev Rosendahl, Staff Attorney
Enforcement Section
Texas Department of Insurance

