

No. 2018-5599

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

Date: AUG 09 2018

**Subject Considered:**

**CARECORE NATIONAL, LLC**  
400 Buckwalter Place Boulevard  
Bluffton, South Carolina 29910-5150

**CONSENT ORDER**  
TDI ENFORCEMENT FILE NO. 15880

**General remarks and official action taken:**

The subject of this order is whether disciplinary action should be taken against CareCore National, LLC (CareCore).

**WAIVER**

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

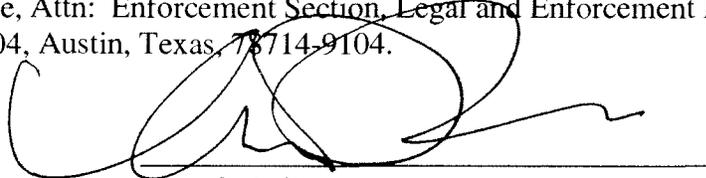
**FINDINGS OF FACT**

1. The Texas Department of Insurance (TDI) issued CareCore utilization review agent (URA) certificate no. 5352, effective January 9, 2007. CareCore does business as eviCore.
2. Between January 1, 2017, and December 31, 2017, CareCore issued 15,113 adverse determinations.
3. On January 23, 2018, TDI's Managed Care Quality Assurance Office (MCQA) selected CareCore for a template letter audit related to its 2017 adverse determinations.
4. MCQA determined that in 2017 CareCore did not issue MCQA-approved adverse determination template letters in 33 of 40 files (82.5%) that MCQA randomly selected for audit.
5. CareCore submitted its updated template letters to MCQA, which MCQA approved on April 27, 2018.

**CONCLUSIONS OF LAW**

1. The commissioner has jurisdiction over this matter pursuant to TEX. INS. CODE §§ 82.051-82.056, 84.021-84.022, 4201.001, 4201.002, 4201.303, and 4201.603; 28 TEX. ADMIN. CODE § 19.1709; 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. CareCore 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 intention to institute disciplinary action, notice of hearing, a public hearing, a proposal for decision, rehearing by the commissioner, and judicial review.
4. CareCore violated TEX. INS. CODE § 4201.303 and 28 TEX. ADMIN. CODE § 19.1709 by using unapproved adverse determination templates.

It is ordered that CareCore National, LLC pay an administrative penalty of \$33,000 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, Legal and Enforcement Division 60851, MC 9999, P.O. Box 149104, Austin, Texas, 78714-9104.



Kent C. Sullivan  
Commissioner of Insurance

APPROVED AS TO FORM AND CONTENT:



Jeannie Ricketts  
Staff Attorney, Enforcement Section  
Texas Department of Insurance

