

No. 2019- 5854

**Official Order  
of the  
Texas Commissioner of Insurance**

**Date:** JAN 2 5 2019

**Subject Considered:**

Greentree Administrators, L.L.C.  
1 Chisholm TRL STE 300  
Round Rock, Texas 78681-5094

Default Order  
SOAH Docket No. 454-19-1326.C  
TDI Enforcement File No. 15308

**General remarks and official action taken:**

The subject of this order is whether disciplinary action should be taken against Greentree Administrators, L.L.C.

The following findings of fact and conclusions of law are adopted:

**Findings of Fact**

Failure to Respond to Notice of Hearing

1. On November 26, 2018, the Texas Department of Insurance filed a Notice of Hearing, attached as Exhibit A, with the State Office of Administrative Hearings.
2. The department's factual allegations set out in the attached Notice of Hearing are incorporated in this order as findings of fact.
3. The department sent the Notice of Hearing to Respondent's last known address provided in writing to the department, 1 Chisholm TRL STE 300, Round Rock, Texas 78681-5094. Notice was also sent by electronic mail and to three additional addresses associated with Respondent: 8900 Shoal Creek BLVD BLDG 200, Austin, Texas 78757-6853; 9828 Great Hills Trail, #450, Austin, Texas 78759; and Garry

Wayne Craighead, Register No. 62952-380, FCI Bastrop, 1341 Highway 95 North, Bastrop, Texas 78602.

4. Respondent failed to file a written response to the Notice of Hearing within 20 days of the date the Notice of Hearing was mailed.

## **Conclusions of Law**

1. The commissioner has jurisdiction pursuant to Texas law, including TEX. INS. CODE §§ 82.051-82.055, 4151.051, 4151.056, 4151.205, 4151.206, 4151.212, 4151.301-4151.309; TEX. GOV'T CODE §§ 2001.051-2001.178; and 28 TEX. ADMIN. CODE §§ 7.1601, 7.1603, and 7.1609.
2. The commissioner has authority to dispose of this case informally pursuant to TEX. GOV'T CODE § 2001.056; TEX. INS. CODE § 82.055; and 28 TEX. ADMIN. CODE §§ 1.47, 1.88, and 1.89.
3. The department provided proper notice of the hearing pursuant to TEX. GOV'T CODE §§ 2001.051, 2001.052, and 2001.054, and 28 TEX. ADMIN. CODE §§ 1.28, 1.88, 1.89, and 19.906.
4. Based on Respondent's failure to file a written response to the Notice of Hearing, the department is entitled to disposition by default pursuant to 28 TEX. ADMIN. CODE §§ 1.88 and 1.89.
5. The department's factual and legal allegations set out in the attached Notice of Hearing are incorporated in this order and deemed admitted as true pursuant to 28 TEX. ADMIN. CODE §1.89.

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Commissioner's Order  
Greentree Administrators, L.L.C.  
SOAH Docket No. 454-19-1326.C  
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**Order**

It is ordered that Greentree Administrators, L.L.C.'s third-party administrator certificate of authority is revoked.

Kent C. Sullivan  
Commissioner of Insurance

By:   
Doug Slape  
Chief Deputy Commissioner  
Commissioner's Order No. 2018-5528

**Affidavit****STATE OF TEXAS** §

§

**COUNTY OF TRAVIS** §

Before me, the undersigned authority, personally appeared Mary Ruiz, who, being by me duly sworn, deposed as follows:

"My name is Mary Ruiz and I am employed by the Texas Department of Insurance. I am of sound mind, capable of making this affidavit, and have personal knowledge of these facts which are true and correct.

I have reviewed TDI's records concerning Greentree Administrators, L.C.C. I have confirmed that:

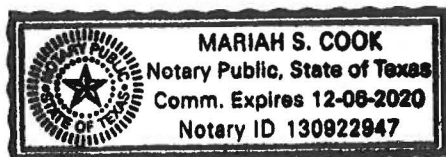
- a. The last mailing address provided to the department in writing by Greentree Administrators, L.L.C. is 1 Chisholm TRL STE 300, Round Rock, Texas 78681-5094.
- b. The file maintained by the Enforcement Section of the Legal and Enforcement Division contains a Notice of Hearing dated November 26, 2018, which was filed with the State Office of Administrative Hearings.
- c. On November 26, 2018, a Notice of Hearing addressed to Greentree Administrators, L.L.C. was mailed first-class and certified, return receipt requested, to its last known address, its email addresses, and three additional addresses: 8900 Shoal Creek BLVD BLDG 200, Austin, Texas 78757-6853; 9828 Great Hills Trail, #450, Austin, Texas 78759; and Garry Wayne Craighead, Register No. 62952-380, FCE Bastrop, 1341 Highway 95 North, Bastrop, Texas 78602.

Copies of the first-class mail log and certified mail log maintained by the Enforcement Section are attached as Exhibit B and Exhibit C, respectively."

11/15/18  
 Affiant

SWORN TO AND SUBSCRIBED before me on January 2, 2019.

(NOTARY SEAL)



Mariah S. Cook  
 Signature of Notary Public

MARIAH COOK  
 Printed Name of Notary Public

**SOAH DOCKET NO. 454-19-1326.C**  
**TDI ENFORCEMENT FILE NO. 15308****TEXAS DEPARTMENT OF INSURANCE,****Petitioner****v.****GREENTREE ADMINISTRATORS, L.L.C.,****Respondent****BEFORE THE STATE OFFICE****OF****ADMINISTRATIVE HEARINGS****Notice of Hearing**

The Texas Department of Insurance (TDI) is seeking disciplinary action against you. A public hearing will be held before an Administrative Law Judge on Tuesday, February 19, at 9:00 a.m. The hearing will take place at the State Office of Administrative Hearings, located in the William P. Clements Building, 300 W. 15th Street, 4th Floor, Austin, Texas 78701.

The hearing shall be conducted pursuant to TEX. GOV'T CODE, ch. 2001 and 1 TEX. ADMIN. CODE, ch. 155. Unless otherwise directed by the Administrative Law Judge, the hearing shall continue from day to day in the offices of the State Office of Administrative Hearings until concluded.

**PARTIES THAT ARE NOT REPRESENTED BY AN ATTORNEY MAY OBTAIN INFORMATION REGARDING CONTESTED CASE HEARINGS ON THE PUBLIC WEBSITE OF THE STATE OFFICE OF ADMINISTRATIVE HEARINGS AT [WWW.SOAH.TEXAS.GOV](http://WWW.SOAH.TEXAS.GOV), OR IN PRINTED FORMAT UPON REQUEST TO SOAH.**

The commissioner of insurance has jurisdiction over this matter pursuant to TEX. INS. CODE §§ 82.051-82.055, 4151.051, 4151.056, 4151.205, 4151.206, 4151.212, 4151.301-4151.309; TEX. GOV'T CODE §§ 2001.051-2001.178; and 28 TEX. ADMIN. CODE §§ 7.1601, 7.1603, and 7.1609.

**YOU MUST FILE A WRITTEN RESPONSE TO THE NOTICE OF HEARING WITH THE STATE OFFICE OF ADMINISTRATIVE HEARINGS WITHIN 20 DAYS OF THE DATE THE NOTICE OF HEARING WAS MAILED. FAILURE TO FILE A WRITTEN RESPONSE BY THIS DEADLINE SHALL ENTITLE TDI TO SEEK DISPOSITION BY DEFAULT PURSUANT TO 1 TEX. ADMIN. CODE § 155.501 AND 28 TEX. ADMIN. CODE §§ 1.88 AND 1.89.**

**EXHIBIT****A**

Notice of Hearing  
Greentree Administrators, L.L.C.  
SOAH Docket No. 454-19-1326.C  
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**IF YOU FAIL TO FILE A WRITTEN RESPONSE, THE SCHEDULED HEARING CAN BE CANCELED AND WITHOUT FURTHER NOTICE TO YOU THE COMMISSIONER OF INSURANCE CAN ISSUE AN ORDER IN WHICH THE ALLEGATIONS IN THE NOTICE OF HEARING ARE DEEMED ADMITTED AS TRUE AND THE RELIEF SOUGHT IN THE NOTICE OF HEARING, INCLUDING DENIAL OF YOUR LICENSE APPLICATION, IS GRANTED BY DEFAULT.**

**IF YOU FILE A WRITTEN RESPONSE BUT THEN FAIL TO APPEAR ON THE DAY AND TIME SET FOR HEARING, WITHOUT FURTHER NOTICE TO YOU, THE COMMISSIONER OF INSURANCE CAN ISSUE AN ORDER IN WHICH THE ALLEGATIONS IN THE NOTICE OF HEARING ARE DEEMED ADMITTED AS TRUE AND THE RELIEF SOUGHT IN THE NOTICE OF HEARING, INCLUDING DENIAL OF YOUR LICENSE APPLICATION, IS GRANTED BY DEFAULT.**

Pursuant to 28 TEX. ADMIN. CODE § 1.90(e) and 1 TEX. ADMIN. CODE §§ 155.101 and 155.103, send copies of your written response to:

- (1) Docketing Division  
State Office of Administrative Hearings  
300 West 15th Street, Room 504  
P. O. Box 13025  
Austin, Texas 78711-3025  
(512) 322-2061 (Fax);
- (2) Chief Clerk  
Texas Department of Insurance, MC113-2A  
P. O. Box 149104  
Austin, Texas 78714-9104  
(512) 490-1064 (Fax)  
chiefclerk@tdi.texas.gov; and
- (3) Jeannie Ricketts, Staff Attorney  
Texas Department of Insurance  
Enforcement Section, MC110-1A  
P.O. Box 149104  
Austin, Texas 78714-9104  
(512) 490-1020  
jeannie.ricketts@tdi.texas.gov.

## **Factual Allegations**

1. On August 20, 2012, Greentree Administrators, L.L.C. filed a third-party administrator (TPA) application with TDI. On its application, Greentree Administrators, L.L.C. listed Dr. Garry W. Craighead as its chief executive officer.
2. On November 28, 2012, TDI issued Greentree Administrators, L.L.C. TPA certificate of authority no. 13764636.
3. Greentree Administrators, L.L.C. failed to file its annual TPA reports with TDI and pay the associated \$200 filing fee by June 30<sup>th</sup> for the years 2013 through 2017.
4. On December 4, 2015, Garry W. Craighead pleaded guilty to the felony offense of willful solicitation and receipt of illegal remunerations in a federal health care program in violation of title 42, United States Code (U.S.C.) § 1320a-7b(b)(A)(B); and engaging in a monetary transaction in property derived from specified unlawful activity, in violation of title 18, U.S.C. § 1957 in *U.S.A. v. Garry Wayne Craighead*, No. AU:15-CR-00348(1)-SS (W.D. Tex. filed Dec. 4, 2015).
5. According to Secretary of State Records, Greentree Administrators, L.L.C. forfeited its corporate existence on January 29, 2016, for tax reasons.
6. On June 10, 2016, Craighead was sentenced to 14 years in federal prison and ordered to pay over \$17 million restitution to the U.S. Department of Labor. Craighead is incarcerated at FCE Bastrop.
7. On February 12, 2018, TDI sent Greentree Administrators, L.L.C. a notice of intention to institute disciplinary action. Greentree Administrators, L.L.C. did not respond.

## **Legal Allegations**

1. Greentree Administrators, L.L.C. failed to timely file annual TPA reports by June 30<sup>th</sup> on a form prescribed by the commissioner, in violation of TEX. INS. CODE §§ 4151.205 and 4151.301(14), and 28 TEX. ADMIN. CODE § 7.1609.
2. Greentree Administrators, L.L.C. failed to pay the annual \$200 TPA filing fee in violation of TEX. INS. CODE § 4151.206(a)(3) and 28 TEX. ADMIN. CODE § 7.1609(a).



Notice of Hearing  
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3. Greentree Administrators, L.L.C. failed to maintain at all times the qualifications for a certificate of authority, as required by TEX. INS. CODE § 4151.212 and 28 TEX. ADMIN. CODE § 7.1607(e).
4. Greentree Administrators, L.L.C. has willfully violated an insurance law of this state, as contemplated by TEX. INS. CODE § 4151.301(1).
5. Greentree Administrators, L.L.C. has willfully violated a commissioner rule, as contemplated by TEX. INS. CODE § 4151.301(10).

### **Relief Sought**

If one or more of the above allegations is found to be true, the commissioner may enter an order revoking your certificate of authority. You have the right to appear at this hearing and be represented by an attorney. Please address any questions and correspondence to the undersigned counsel at the address or telephone number below.

### **Important Security Notice**

**ALL VISITORS TO THE WILLIAM P. CLEMENTS BUILDING WITHOUT AN AGENCY OR DPS ISSUED ID CARD MUST PROVIDE THE BUILDING SECURITY OFFICER WITH THE STATE OFFICE OF ADMINISTRATIVE HEARINGS DOCKET NUMBER AND RECEIVE A VISITOR'S PASS IN ORDER TO BE ALLOWED ACCESS TO THE HEARING ROOM. INDIVIDUALS SHOULD ALLOW ADDITIONAL TIME TO GO THROUGH THE SECURITY PROCESS.**



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Notice of Hearing  
Greentree Administrators, L.L.C.  
SOAH Docket No. 454-19-1326.C  
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If you have any questions, please contact me at the address or telephone number shown below.

Sincerely,

  
Jeannie Ricketts

Staff Attorney  
State Bar No. 24041774  
Texas Department of Insurance  
Legal Enforcement Division - Enforcement Section, MC110-1A  
P.O. Box 149104  
Austin, Texas 78714-9104.  
(512) 676-6339 (Direct)  
(512) 490-1020 (Fax)  
jeannie.ricketts@tdi.texas.gov

Cc: Elaine Cabrera, Program Specialist, Company Licensing and Registration Office  
Christian Hertzberg, Assist. Director, Company Licensing and Registration Office  
Beverly Rosendahl, Director, Life, Health Litigation Office

**Certificate of Service**

I, Jeannie Ricketts, certify that a true and correct copy of this *Notice of Hearing* was served by regular, first-class mail and by certified mail, return receipt requested, on this 26th day of November 2018, as follows:

Greentree Administrators, L.L.C.  
Garry Craighead  
1 Chisholm TRL STE 300  
Round Rock, Texas 78681-5094

*Via CM/RRR No.: 9214 8901 9403 8375  
5437 77*

dr.garry@greentreehealth.com

*Via Email*

Greentree Administrators, L.L.C.  
Creg Parks  
8900 Shoal Creek BLVD BLDG 200  
Austin, Texas 78757-6853

*Via CM/RRR No.: 9214 8901 9403 8375  
5438 07*

creg.parks@greentreehealth.com

*Via Email*

Greentree Administrators, L.L.C.  
Garry Craighead  
9828 Great Hills Trail, #450  
Austin, Texas 78759

*Via CM/RRR No.: 9214 8901 9403 8375  
5438 38*

Garry Wayne Craighead  
Register No. 62952-380  
FCI Bastrop  
1341 Highway 95 North  
Bastrop, Texas 78602

*Via CM/RRR No 9214 8901 9403 8375  
5438 52*

  
Jeannie Ricketts

November 26, 2018

☐ Priority Mail

receipt). Postmark with Date of Receipt

2019-10-20

5854



# Special Handling


RD  
10

**BASTROP, TEXAS 78602**

Category	Total Number of Pieces Received at Post Office
1. <u>Domestic Mail</u>	1,234,567
2. <u>International Mail</u>	567,890
3. <u>Registered Mail</u>	123,456
4. <u>Priority Mail</u>	987,654
5. <u>First-Class Mail</u>	3,456,789
6. <u>Other Mail</u>	234,567
<b>Total</b>	<b>6,304,363</b>

Postmaster, Per (Name of receiving employee)	
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Completed in Ink	
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**EXHIBIT**

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Information on USPS privacy policies, visit  
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ENFORCEMENT



Name and Address of Sender

MC 110-1A M RUIZ  
Texas Department of Insurance  
333 Guadalupe St  
Austin Tx 78701

Check type of mail or service

- ☐ Adult Signature Required ☐ Priority Mail Express  
☐ Adult Signature Restricted Delivery ☐ Registered Mail  
☒ Certified Mail ☐ Return Receipt for Merchandise  
☐ Certified Mail Restricted Delivery ☐ Signature Confirmation  
☐ Collect on Delivery (COD) ☐ Signature Confirmation Restricted Delivery  
☐ Insured Mail  
☐ Priority Mail

Affix Stamp Here

(if issued as an international  
certificate of mailing or for  
additional copies of this receipt).  
Postmark with Date of Receipt.

USPS Tracking/Article Number

Addressee (Name, Street, City, State, &amp; ZIP Code™)

Postage

(Extra  
Service)  
FeeHandling  
ChargeActual Value  
if RegisteredInsured  
ValueDue  
Sender if  
CODASR  
FeeASRD  
FeeRD  
FeeRR  
FeeSC  
FeeSCRD  
FeeSH  
Fee

1. 9214 8901 9403 8375 5437 77

GREENTREE ADMINISTRATORS L L C GARRY CRAIGHEAD 1 CHISHOLM TRL  
STE 300 ROUND ROCK TX 78681-5094

0.71

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RICKETTS/15308

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GREENTREE ADMINISTRATORS L L C CREG PARKS 8900 SHOAL CREEK BLVD  
BLDG 200 AUSTIN TX 78757-6853

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3. 9214 8901 9403 8375 5438 38

GREENTREE ADMINISTRATORS L L C GARRY CRAIGHEAD 9828 GREAT HILLS  
TRAIL #450 AUSTIN TX 78759

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4. 9214 8901 9403 8375 5438 52

GARRY WAYNE CRAIGHEAD REGISTER NO 62952-380 FCI BASTROP 1341  
HIGHWAY 95 NORTH BASTROP TX 78602

0.71

3.45

Handling Charge - if Registered and over \$50,000 in value

Adult Signature Required

Adult Signature Restricted Delivery

Restricted Delivery

Return Receipt

Signature Confirmation

Signature Confirmation Restricted Delivery

Special Handling

EXHIBIT

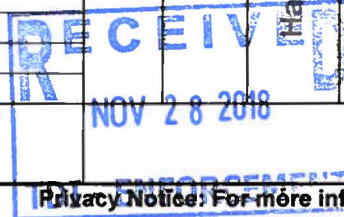
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Total Number of Pieces  
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(Page 1 of 1)

Postmaster, Per (Name of receiving employee)

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2019- 5854

**Shipment Confirmation  
Acceptance Notice****A. Mailer Action**

**Note to Mailer:** The labels and volume associated to this form online, **must** match the labeled packages being presented to the USPS® employee with this form.

Shipment Date: 11/26/2018

Shipped From:

Name: MC 110-1A M RUIZ

Address: 333 GUADALUPE ST

City: AUSTIN

State: TX ZIP+4® 78701

Type of Mail	Volume
Priority Mail Express®	
Priority Mail®	0
First-Class Package Service®	
Returns	
International*	
Other	4
Total	4

\*Start time for products with service guarantees will begin when mail arrives at the local Post Office™ and items receive individual processing and acceptance scans.

**B. USPS Action**

Note to RSS Clerk:

1. Home screen > Mailing/Shipping > More
2. Select Shipment Confirm
3. Scan or enter the barcode/label number from PS Form 5630
4. Confirm the volume count message by selecting Yes or No
5. Select Pay and End Visit to complete transaction

USPS EMPLOYEE: Please scan upon pickup or receipt of mail.  
Leave form with customer or in customer's mail receptacle.

USPS SCAN AT ACCEPTANCE



9275 0901 1935 6200 0011 4366 44



RICKETTS/15308

