

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.

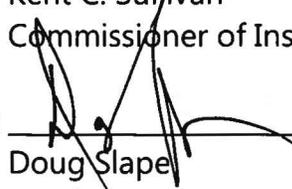
2019- 5854

Commissioner's Order
Greentree Administrators, L.L.C.
SOAH Docket No. 454-19-1326.C
Page 3 of 4

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.L.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.

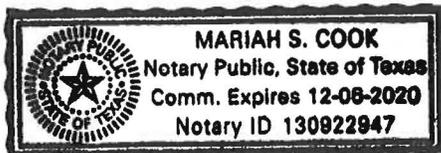
(NOTARY SEAL)

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, 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 30th 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 30th 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).

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

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Notice of Hearing
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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

Name and Address of Sender
 Texas Dept of Insurance
 Mail Code 110-1A
 333 Guadalupe St
 Austin TX 78701
 Mary Ruiz
 November 26, 2018

- Check type of mail or service**
- Adult Signature Required
 - Adult Signature Restricted Delivery
 - Certified Mail
 - Certified Mail Restricted
 - Collect on Delivery (COD)
 - Insured Mail
 - Priority Mail
 - Priority Mail Express
 - Registered Mail
 - Return Receipt for Merchandise
 - Signature Confirmation
 - Signature Confirmation Restricted Delivery

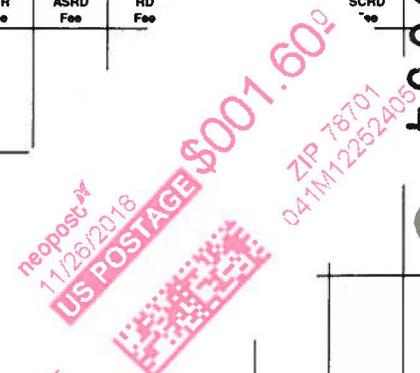
Affix Stamp Here
 (if issued as an international certificate of mailing or for additional copies of this receipt). Postmark with Date of Receipt

Firm Mailing Book For Accountable Mail

2019 - 5854

USPS Tracking/Article Number	Address (Name, Street, City, State, & Zip Code)	Postage	(Extra Service) Fee	Handling Charge	Actual Value if Registered	Insured Value	Due Sender if COD	ASR Fee	ASRD Fee	RD Fee	SCRD Fee
ricketts/15308	GREENTREE ADMINISTRATORS, L.L.C. GARRY CRAIGHEAD 1 CHISHOLM TRL STE 300 ROUND ROCK, TEXAS 78681-5094	89.									
	GREENTREE ADMINISTRATORS, L.L.C. CREG PARKS 8900 SHOAL CREEK BLVD BLDG 200 AUSTIN, TEXAS 78757-6853	89.									
	GREENTREE ADMINISTRATORS, L.L.C. GARRY CRAIGHEAD 9828 GREAT HILLS TRAIL, #450 AUSTIN, TEXAS 78759	89.									
	GARRY WAYNE CAIGHEAD REGISTER NO. 62952-380 FCI BASTROP 1341 HIGHWAY 95 NORTH BASTROP, TEXAS 78602	89.									

over \$50,000 in value



OFFICIAL BUSINESS
 STATE OF TEXAS
 PENALTY FOR PRIVATE USE

- Adult Signature Req.
- Adult Signature Restricted Deliv.
- Restricted Delivery
- Return Receipt
- Signature Confirmation
- Signature Confirmation Restricted Delivery
- Special Handling

Total Number of Pieces Listed by Sender: _____
 Total Number of Pieces Received at Post Office: _____

Postmaster, Per (Name of receiving employee)

Completed in Ink

Privacy Note: For more information on USPS privacy policies, visit usps.com/privacy-policy.





Firm Mailing Book For Accountable Mail

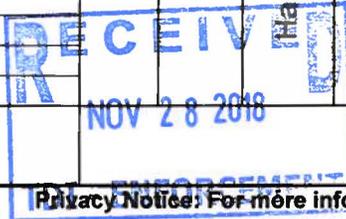
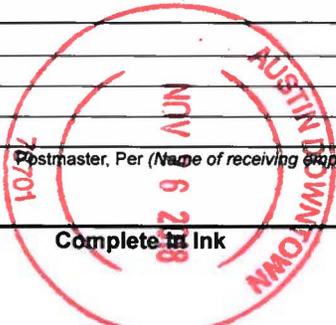
2019-5854

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, & ZIP Code™)	Postage	(Extra Service) Fee	Handling Charge	Actual Value if Registered	Insured Value	Due Sender if COD	ASR Fee	ASRD Fee	RD Fee	RR Fee	SC Fee	SCRD Fee	SH Fee	
1. 9214 8901 9403 8375 5437 77 RICKETTS/15308	GREENTREE ADMINISTRATORS L L C GARRY CRAIGHEAD 1 CHISHOLM TRL STE 300 ROUND ROCK TX 78681-5094	0.71	3.45	Handling Charge - if Registered and over \$50,000 in value							1.50				
2. 9214 8901 9403 8375 5438 07	GREENTREE ADMINISTRATORS L L C CREG PARKS 8900 SHOAL CREEK BLVD BLDG 200 AUSTIN TX 78757-6853	0.71	3.45									1.50			
3. 9214 8901 9403 8375 5438 38	GREENTREE ADMINISTRATORS L L C GARRY CRAIGHEAD 9828 GREAT HILLS TRAIL #450 AUSTIN TX 78759	0.71	3.45						Adult Signature Required	Adult Signature Restricted Delivery		1.50			
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						Adult Signature Required	Adult Signature Restricted Delivery	Restricted Delivery	Return Receipt	Signature Confirmation	Signature Confirmation Restricted Delivery	Special Handling



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.

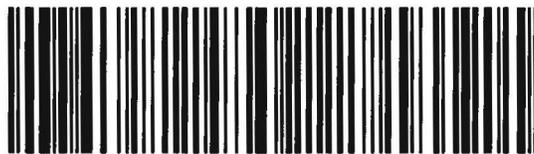
B. USPS Action

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

