

No. 2017- 5070

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

**Date:** MAY 09 2017

**Subject Considered:**

**SENDERO HEALTH PLANS, INC.**  
2028 E Ben White Blvd, Ste 400  
Austin, Texas 78741

**CONSENT ORDER**  
TDI ENFORCEMENT FILE NO. 12562

**General remarks and official action taken:**

The commissioner of insurance considers whether disciplinary action should be taken against Sendero Health Plans, Inc. (Sendero).

**WAIVER**

Sendero acknowledges that the Texas Insurance Code and other applicable laws provide certain rights. Sendero 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 Sendero basic service health maintenance organization (HMO) license number 96529, effective November 1, 2011.
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 Sendero, TDI found multiple credentialing deficiencies.
4. Sendero submitted updated credentialing data and has represented to TDI that procedures have been implemented to ensure accurate credentialing.

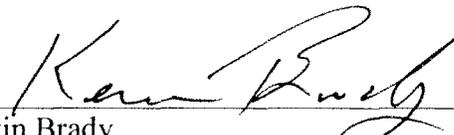
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COMMISSIONER'S ORDER  
Sendero Health Plans, Inc.  
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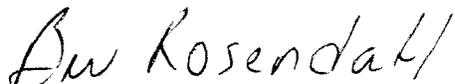
**CONCLUSIONS OF LAW**

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. Sendero 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 properly credential providers in its network.

The commissioner orders Sendero Health Plan, Inc. to pay an administrative penalty of \$15,000, 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.

  
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Kevin Brady  
Deputy Commissioner for Agency Affairs  
Texas Department of Insurance  
Delegation Order 4506

Approved as to Form and Content:

  
\_\_\_\_\_  
Bev Rosendahl, Staff Attorney  
Enforcement Section  
Texas Department of Insurance

