

No. **2025-9355**

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

**Date: 06/17/2025**

**Subject Considered:**

RxBridge, LLC  
6065 Frantz Road, Suite 102  
Dublin, Ohio 43017-3371

TDI Enforcement File No. 36073

**Order on Motion to Set Aside the Default Order and Reopen the Record**

**General Remarks and Official Action Taken:**

The subject of this order is the request that RxBridge, LLC (RxBridge) submitted to set aside Commissioner's Order No. 2025-9274 and reopen the record. This order approves RxBridge's motion.

**Background**

On April 23, 2025, Commissioner's Order No. 2025-9274 was issued, revoking RxBridge's third-party administrator certificate of authority and ordering that RxBridge cease and desist engaging in the business of a third-party administrator in Texas. The order was issued following RxBridge's failure to respond to the notice of allegations sent by Texas Department of Insurance (TDI) Enforcement staff to RxBridge under Tex. Admin. Code § 1.47.

RxBridge submitted a motion to set aside the default order and reopen the record to TDI by mail on May 12, 2025. TDI Enforcement staff submitted a reply to RxBridge's motion on May 16, 2025.

**Discussion**

Under 28 Tex. Admin. Code § 1.47(d)(2), a motion to set aside a default order and reopen the record will be granted if the requesting party establishes that the failure to file a written response to a notice of allegations was neither intentional nor the result of conscious indifference, and that such failure was due to a mistake or accident.

Under Government Code § 2001.146, a motion for rehearing must be filed no later than the 25th day after the date the order is signed unless an extension is granted. The motion must identify with particularity findings of fact or conclusions of law that are

the subject of the complaint and any evidentiary or legal ruling claimed to be erroneous. The motion must also state the legal and factual basis for the claimed error.

RxBridge said it did not receive the notice of allegations because the notice was sent to an old address. RxBridge also said it acted quickly once it learned of the default order. RxBridge asserted that it has a meritorious defense likely to result in a different outcome if the matter is heard, and that setting aside the order would not prejudice the opposing party, and doing so would serve the interests of justice and fairness.

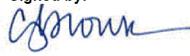
TDI Enforcement staff responded that the service was proper because RxBridge had failed to update its address with TDI, and the notice was sent to its last known address. In addition, the notice of allegations was emailed to RxBridge's CEO.

However, TDI Enforcement staff said that RxBridge has been in constant communication with TDI and has expressed extreme interest in complying with all statutes, rules, and regulations. Also, RxBridge has opened communications with TDI's Company Licensing Division in efforts to submit all delinquent reports and associated filing fees.

TDI Enforcement staff said that to reflect the agency's desire to maintain a healthy insurance industry and due to RxBridge's prompt attempts to submit its delinquent reports and otherwise come into compliance with all other rules and regulations, they do not oppose RxBridge's motion.

**Order**

It is ordered that RxBridge, LLC's motion to set aside the default order and reopen the record is granted. Commissioner's Order No. 2025-9274 is set aside, and the record is reopened for further action by the parties.

Signed by:   
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Cassie Brown  
Commissioner of Insurance

Recommended and reviewed by:

Signed by:   
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Jessica Barta, General Counsel

Signed by:   
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Justin Beam, Chief Clerk