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Greenberg Traurig, LL 1 10845 Griffith Peak, Suite 600

Case Number: A-15-725244-C

Organization, with a Certificate of Authority granted by the State of Nevada Division of Insurance

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effective January 2, 2013. NHC was an Internal Revenue Code 501(c)(29) Qualified Non-Profit Health Insurance Issuer, entitled to tax exemption by the Internal Revenue Service. NHC was formed under a provision of the Patient Protection and Affordable Care Act ("ACA") providing for the formation of Consumer Operated and Oriented Plans. Having received from the Centers for Medicare and Medicaid Services ("CMS") of the United States Department of Health and Human Services ("HHS") a start-up loan of \$17,080,047, and a "solvency" loan of \$48,820,349, NHC was required to operate as a nonprofit, consumer-driven health insurance issuer for the benefit of the public. The CO-OP's primary business was to provide ACA-compliant health coverage to residents of Nevada, and it operated its business for the benefit of Nevadans within the state, save for certain arrangements to provide nationwide health coverage to Nevadans traveling outside the state in certain circumstances. NHC began selling products on and off the Silver State Health Insurance Exchange (the "Exchange") on January 1, 2014. Its products included individual, small group, and large group health care coverages.

On October 1, 2015, this Court issued its Order Appointing the Acting Insurance Commissioner, Amy L. Parks as Temporary Receiver of NHC Pending Further Orders of the Court and Granting Temporary Injunctive Relief Pursuant to NRS 696B.270. Further, on October 14, 2015, the Receivership Court entered its Permanent Injunction and Order Appointing Commissioner as Permanent Receiver of Nevada Health CO-OP, appointing the law firm of CANTILO & BENNETT, L.L.P. as SDR of NHC, in accordance with Chapter 696B of the Nevada Revised Statutes.

This Court, through its Final Order Finding and Declaring Nevada Health CO-OP to be Insolvent and Placing Nevada Health CO-OP into Liquidation (the "Final Order") dated September 20, 2016, adjudged NHC to be insolvent on grounds that it was unable to meet obligations as they mature. The Final Order also authorized the Receiver to liquidate the business of NHC and wind up its ceased operations pursuant to applicable Nevada law. The Receiver has since transitioned the receivership estate from rehabilitation to liquidation.

The Receiver continues to file quarterly status reports as ordered by this Court.

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# II. RECEIVERSHIP ADMINISTRATION

# Receivership Administrative Services and Oversight

CANTILO & BENNETT, L.L.P., as SDR of NHC, manages the receivership estate and conducts its affairs. PALOMAR FINANCIAL, LC ("Palomar"), an affiliate of the SDR, performs administration, information technology, and other related services for the Receiver under the supervision of the SDR. The Receiver has included an informational copy, as **Exhibit 1** to this Status Report of the invoices approved or paid to the SDR and other receivership consultants since the last status report to this Court.<sup>1</sup>

## **Resolution of Outstanding Receivership Matters**

### Tax Matters

As of June 26, 2024, the Receiver has filed federal tax returns for NHC for the tax years 2015-2023. The Receiver has also filed prompt tax assessment requests with the Internal Revenue Service for NHC's tax obligations for the tax years 2015-2021. As of this report, the IRS has not yet approved the Receiver's 2015-2021 prompt assessment requests.

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<sup>1</sup> The *in camera* materials are being submitted in a separate envelope that reflect approved or paid invoices.

Certain billings submitted to the Court are appropriate for *in camera* review (as opposed to being made part of a public filing). More particularly, and as discussed in further detail below, certain consultants in this matter are providing expert witness related services. As such, the billing entries relating thereto should be considered confidential and/or otherwise not subject to discovery.

In this regard, courts have held that the bills of legal counsel and experts may be withheld from legal discovery and are not subject to legal disclosure, as this information may provide indications or context concerning potential litigation strategy and the nature of the expert services being provided. See, e.g., Avnet, Inc. v. Avana Technologies Inc., No. 2:13–cv–00929– GMN–PAL, 2014 WL 6882345, at \*1 (D. Nev. Dec. 4, 2014) (finding that billing entries were privileged because they reveal a party's strategy and the nature of services provided); Fed. Sav. & Loan Ins. Corp. v. Ferm, 909 F.2d 372, 374-75 (9th Cir. 1990) (considering whether or not fee information revealed counsel's mental impressions concerning litigation strategy). Other courts that have addressed this issue have recognized that the "attorney-client privilege embraces attorney time, records and statements to the extent that they reveal litigation strategy and the nature of the services provided." Real v. Cont'l Grp., Inc., 116 F.R.D. 211, 213 (N.D. Cal. 1986).

The *in-camera* review should apply not only to documentation concerning attorneys' fees, but it also extends to "details of work revealed in [an] expert's work description [which] would relate to tasks for which she [or he] was compensated[,]" a situation which is "analogous to protecting attorney-client privileged information contained in counsel's bills describing work performed." *See DaVita Healthcare Partners, Inc. v. United States*, 128 Fed. Cl. 584, 592-93 (2016); *see also Chaudhry v. Gallerizzo*, 174 F.3d 394, 402 (4th Cir. 1999) (recognizing that "correspondence, bills, ledgers, statements, and time records which also reveal the motive of the client in seeking representation, litigation strategy, or the specific nature of the services provided, such as researching particular areas of law," are protected from disclosure) (quoting *Clarke v. Am. Commerce Nat'l Bank*, 974 F.2d 127, 129 (9th Cir. 1992)).

### Claims Adjudications & Distributions

Notices of Claim Determination ("NCDs") were mailed for healthcare claims previously submitted by providers to NHC's Javelina Claims Processing Database (the "Provider Claims"). The total allowed amount of these approved Provider Claims is approximately \$33.7 million. The NHC members also received NCDs that showed them the amount that the SDR approved to be paid to their providers, and the amount of member responsibility (*i.e.*, the co-pays, deductibles, and coinsurance), if any, that they may owe on their providers' outstanding claims. The SDR received approval from the Court to make a distribution of certain estate assets for the partial payment of these Provider Claims, which have been classified by the SDR as claims made under NHC policies pursuant to NRS 696B.420(1)(b).<sup>2</sup> To the extent that funds are not used for these Provider Claims, they retain their classification as general assets of the Receivership available to pay other expenses.

As previously reported, the SDR must collect certain necessary documentation from the providers in advance of making any claim payments. Five hundred and twenty-two (522) providers have submitted the necessary documentation and have received a distribution payment. However, the remaining one thousand two-hundred sixty one (1,261) providers either did not respond or sent back defective paperwork. The Receiver in his discretion has not paid these claims for lack of the proper documentation. The Receiver is seeking further litigation recoveries to enable additional provider claim distributions and anticipates further payment for these provider claims subject to receiving proper documentation.

The SDR also mailed NCDs for those Proofs of Claim submitted to the SDR relating to Policy Claims (*i.e.*, Class B claims pursuant to NRS 696B.420(1)(b)). The total allowed amount for the members' claims, \$5,102.64, is subject to a potential small increase as two NCD objections have been filed and remain pending.

Including the two member objections described above, there are twenty-eight (28) unresolved and outstanding objections sent by NHC members of the NCDs that were mailed pertaining to

<sup>&</sup>lt;sup>2</sup> As detailed in the Receiver's Seventeenth Status Report, within the section of the report titled "Sale of Risk Corridors Receivable," the Court entered an order permitting the distribution of certain funds on October 16, 2019.

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outstanding healthcare claims submitted by providers to NHC's Javelina Claims Processing Database.<sup>3</sup> The Receiver will request by separate motion that the Court set a hearing for the remaining appeals, pursuant to NRS 696B.330.

There are fifty-one proofs of claim ("POC") assigned to a priority Class "C" (i.e., NRS 696B.420(1)(c)) or lower.<sup>4</sup> The SDR has now issued NCDs to nearly all of these claimants. It appears unlikely at this time that the estate will have sufficient assets to make distributions to claims assigned priority below Class B.

### CMS Receivables

As explained in prior status reports, and throughout the pendency of the receivership, the Receiver has worked to resolve certain outstanding matters relating to the collection of amounts due under the various federal receivables programs, of which the CO-OP was a participant, and which are administered primarily by CMS. The recovery of these assets will allow the SDR to make further claim payments to estate creditors—to include the payment of additional provider claim distributions. The Receiver also disputed the government's asserted right to be paid ahead of all other creditors in the estate (including providers and members). CMS maintained the position that any monies deemed owed to NHC (and thus the receivership estate) are to be offset against the amounts CMS asserts it is owed under the start-up loan awarded to NHC. CMS offset approximately \$12.9 million against the start-up loan that should have instead been paid to NHC. When the full amount of 2014 - 2015 Risk Corridors payments (i.e., not just the prorated amount<sup>5</sup>) are included in the total, NHC is owed over \$55 million

<sup>&</sup>lt;sup>3</sup> Members received a copy of the claim determinations that were sent to their providers, so that the members could see any denied claims, and the deductible, co-pay, and coinsurance that was applied to each of the allowed provider claims (i.e., the amount of the member's responsibility on each claim) and have an opportunity to appeal.

<sup>&</sup>lt;sup>4</sup> This does not include a claim by the U.S. Department of Health and Human Services, which the SDR has previously reported to this Court. The government did not file an appeal of the SDR's determination of its claim.

<sup>&</sup>lt;sup>5</sup> Due to a shortfall in risk corridor collections, CMS asserted it could only pay a prorated percentage of issuers' 2014 Risk Corridors payments and that it would use all collections in subsequent years towards the 2014 payments (i.e., they are unable to make payments for the subsequent years at all). DEP'T OF HEALTH & HÚMAN SERVIČES & CENTERS FOR MEDICARE & MEDICAID SERVICES ("CMS"), CCIIO MEMORANDUM, RISK CORRIDORS PAYMENT AND CHARGE AMOUNTS FOR THE 2015 BENEFIT 2016) (available at https://www.cms.gov/CCIIO/Resources/Regulations-and-YEAR (November 18, Guidance/Downloads/2015-RC-Issuer-level-Report-11-18-16-FINAL-v2.pdf); CMS, CCIIO MEMORANDUM, RISK CORRIDORS PAYMENT AND CHARGE AMOUNTS FOR THE 2016 BENEFIT YEAR (November 15, https://www.cms.gov/CCIIO/Programs-and-Initiatives/Premium-Stabilization-2017) (available at Programs/Downloads/Risk-Corridors-Amounts-2016.pdf).

for CMS Receivables.<sup>6</sup>

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On November 30, 2021, the U.S. Court of Federal Claims granted the Receiver's Motion for Summary Judgment and found in favor of the Receiver on questions of debt, rights to offset, and claim and issue preclusion matters. The parties were ordered to, and did, file a joint stipulation on an agreedupon sum for the damages. The U.S. Court of Federal Claims entered judgment in favor of the Receiver on January 4, 2022. The United States filed a Notice of Appeal of the Court's judgment on March 4, 2022, and its opening brief was filed on July 8, 2022. On August 9, 2024, the U.S. Court of Appeals for the Federal Circuit affirmed the U.S. Court of Federal Claims' holding that the government improperly withheld statutory payments it owed NHC. The Court's opinion and additional developments in this matter are detailed further below.

# **Engagement of Additional Legal Counsel**

The Receiver has engaged the law firm of Greenberg Traurig LLP ("Greenberg Traurig"), as outside counsel in various litigation matters. As reported in the prior status report, the Receiver has retained the Lewis Roca firm as conflicts counsel and to address other matters that may arise in which Greenberg Traurig is not representing the receivership estate.

# Asset Recovery Action Against Various Professionals and Other Firms Who Performed Services for and on Behalf of NHC

As previously reported by the Receiver, the Asset Recovery Action has now been fully settled among all parties, and the action by the Receiver is now closed. Those interested should refer to previously filed status reports (available at www.nevadahealthcoop.org) for historical information about the Asset Recovery Action.

# Opinion and Order in the Action Against the United States in the Court of Federal Claims

On November 8, 2018, the Receiver filed a Complaint in the United States Court of Federal Claims ("CFC Complaint") against the United States for monetary amounts owed to NHC under the Consumer Operated and Oriented Plan program organized pursuant to the ACA. The Receiver determined that such litigation was necessary in order to advance the interests of the receivership estate's

<sup>&</sup>lt;sup>6</sup> NHC sold a portion, but not all, of its interest in the Risk Corridors receivables, as detailed in the Receiver's Seventeenth Status Report to this Court. A portion of the total Risk Corridors receivables will be due NHC, as well as the full portion of non-Risk Corridors receivables owed by CMS.

<sup>&</sup>lt;sup>7</sup> Richardson v. United States, No. 18-1731C, 2021 WL 5625391 (Fed. Cl. Nov. 30, 2021).

creditors and to protect and conserve assets that rightfully belong to the estate (*i.e.*, over \$55M, as mentioned in the "CMS Receivables" section, *supra*).

In Counts I through IV, the CFC Complaint prays for relief in the form of an award of damages and monetary relief equal to the difference between the amount NHC actually received in payments under Sections 1342, 1341, 1343, and 1401 of the ACA – the statutes which describe and enact the Risk Corridors, transitional reinsurance, risk adjustment, and cost sharing reduction programs respectively – and the amount NHC should have received under those laws. Count V (breach of contract by offset) and Count VI (illegal exaction) plead alternate theories for recovery of money damages resulting from the United States, through its agents at HHS and CMS, offsetting payments that CMS owed to NHC against funds NHC allegedly owed to the government under the CO-OP start-up loan (the "Loan Agreement").

The United States filed a motion to dismiss, and the Receiver filed a cross-motion for partial summary judgment in the U.S. Court of Federal Claims.<sup>8</sup> Oral argument on the motions was held on May 24, 2021, and supplemental legal authority was noticed to the Court.<sup>9</sup>

On November 30, 2021, the U.S. Court of Federal Claims issued its Opinion and Order, denying the government's motion to dismiss and concluding *inter alia* that the Government's offsets were improper, and that the Receiver was entitled to summary judgment on Counts I through V<sup>10</sup> of his CFC Complaint. *Richardson v. United States*, 157 Fed. Cl. 342, 376 (2021), *aff'd in part, vacated in part*, No. 2022-1520, 2024 WL 3731864 (Fed. Cir. Aug. 9, 2024) The U.S. Court of Federal Claims ordered that the Receiver is entitled to judgment as a matter of law on his claims and that on or before December 30, 2021, the parties should file a joint stipulation or joint status report, indicating an agreed-upon sum for the purpose of entry of final judgment. The Receiver worked with counsel for the

<sup>&</sup>lt;sup>8</sup> A detailed procedural summary of the various motions filed in this matter, and the United States Supreme Court's rulings in related cases, can be found in the previous 24th Status Report to this Court.

<sup>&</sup>lt;sup>9</sup> On May 17, 2021, the Federal Circuit upheld on appeal the Court of Federal Claims decision in favor of the Liquidator of Colorado Health (a CO-OP program insurer), and held that (1) the Colorado set off statute did not afford a right to the United States to offset the risk adjustment debt of the insolvent Colorado insurer against HHS reinsurance debt, (2) the United States did not have an equitable right to offset risk adjustment debt, (3) the ACA and HHS regulations implementing the ACA did not preempt Colorado law fixing creditors' rights during insolvency, (4) a significant conflict did not exist between an identifiable federal policy or interest and the operation of state law, (5) the Court of Federal Claims fulfilled its obligations under the Tucker Act; and (6) the Court of Federal Claims could enter judgment against the United States. *Conway v. United States*, 997 F.3d 1198 (Fed. Cir. 2021).

<sup>&</sup>lt;sup>10</sup> As Counts V and VI presented alternate legal theories for the recovery of the same amounts sought in Counts II–IV, it was not necessary for the U.S. Court of Federal Claims to address Count VI.

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Government to prepare a Joint Status Report, filed on December 30, 2021, wherein the parties agreed that the amount of the judgment should be \$55,504,468.39 and that there were no remaining unresolved issues that would prevent entry of final judgment. Accordingly, on December 31, 2021, the U.S. Court of Federal Claims directed judgment in favor of the Receiver in the amount of \$55,504,468.39. On January 4, 2022, U.S. Court of Federal Claims entered judgment for the Receiver for \$55,504,468.39. The Government filed a Notice of Appeal of this judgment on March 4, 2022.

On July 8, 2022, the United States filed its Opening Brief for the United States in the abovedescribed appeal, setting forth its legal arguments in support, inter alia, of maintaining an offset of amounts owed under the Risk Corridors program against those amounts ostensibly owed to it under the CO-OP loan program. Subsequent to a Notice of Non-Compliance, the government again filed its Opening Brief for the United States on July 18, 2022, and then again on July 19, 2022, such re-filing containing non-substantive corrections per the United States. A Corrected Opening Brief for the United States was filed as of July 22, 2022. The Receiver filed a Response Brief on October 17, 2022. The United States requested and was granted an extension of time to file its reply and did file its Reply Brief on December 5, 2022. On December 12, 2022, the parties filed their Joint Statement of Compliance with Federal Circuit Rule 33(a)(2) stating that settlement discussions have been conducted, but the discussions have not been successful. The Federal Circuit heard oral arguments in this matter on January 11, 2024. On August 9, 2024, the Federal Circuit affirmed in part and vacated in part the decision of the U.S. Court of Federal Claims. The Federal Circuit affirmed the Court of Federal Claims in its holding that the government improperly withheld statutory payments it owed to NHC, and held that "the government may not withhold payments it owed to [NHC] to jump ahead of policyholders before these superior creditors are satisfied." However, the Federal Circuit vacated that part of the Federal Circuit's decision that held, sua sponte, that the government cannot—in the future—invoke 31 U.S.C. 3728 to withhold payments to NHC.<sup>11</sup> In this connection, the Federal Circuit held that the

<sup>&</sup>lt;sup>11</sup> 31 U.S.C. 3728(a) states: "The Secretary of the Treasury shall withhold paying that part of a judgment against the United States Government presented to the Secretary that is equal to a debt the plaintiff owes the Government." The Court of Federal Claims reached the issue, even though the parties had not addressed the statute in the case, "in the interest of avoiding future—and in the Court[ of Federal Claim]'s view, unnecessaryproceedings." Cite at 374.

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court had exceeded its limited jurisdiction when deciding the 31 U.S.C. 3728 matter. 12 The Court of Federal Claims had concluded that the government would be barred by res judicata from bringing suit under the statute. The Federal Circuit did not address the merits of the Court's res judicata conclusion. The government has forty-five (45) days (i.e., from August 9, 2024) to file a petition for rehearing or rehearing *en banc*. The Receiver will continue to keep the court apprised of any developments in this matter.

# Civil Action Against WellHealth Medical Associates, Medsource, and Certain Persons

On December 14, 2021, the Receiver filed a complaint in the Eighth Judicial District Court, Case No. A-21-845440-B, against WellHealth Medical Associates, PLLC, Medsource Management Group, LLC, and certain individual persons or estates of persons formerly or currently in positions of authority and responsibility within these organizations, for the recovery of amounts which the NHC alleges is owed in connection with certain illegal transactions which took place with NHC in health plan years 2014 and 2015, as well as certain related improper business transactions which involved the transfer of CO-OP funds to persons, and through mechanisms, which did not comply with the relevant laws and regulations. This case was initially filed in Department 5, but has been reassigned to Department 31.

On August 8, 2022, the parties filed a Stipulation and Order allowing the Receiver to Amend the Complaint, providing additional arguments and causes of action; alongside this, Plaintiff filed the First Amended Complaint in this action. Following some motion practice between the parties as covered in prior status reports, the case remains pending between the parties. Discovery was in progress and was set to be completed by July 12, 2024. The trial of this case was set on a five-week trial stack for October 7, 2024. The parties met and conferred and agreed to submit the case to mediation. A stipulation and proposed order to stay the case for mediation was submitted on October 5, 2023, and the stay has since expired. The parties were not able to mediate and discovery in the case continued.

On November 16, 2023, the Court entered its Findings of Fact, Conclusions of Law, and Order Denying Defendant Nino Pedrini's Motion to Dismiss Based on Contractual Limitations or, in the Alternative, for Violation of the Statute of Limitations or, in Further Alternative, for Failure to State a

<sup>&</sup>lt;sup>12</sup> The Federal Circuit expressly stated that it was vacating that portion of the order "without addressing the merits of this issue that was never raised by the parties below." Richardson v. United States, No. 2022-1520, 2024 WL 3731864, at \*6 (Fed. Cir. Aug. 9, 2024).

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Claim. Also on November 16, 2023, the Court denied defendant Pedrini's Motion for Reconsideration to Denial of His Motion to Dismiss Based on Contractual Limitations or, in the Alternative, for Violation of the Statute of Limitations or, in Further Alternative, for Failure to State a Claim. On January 12, 2024, Defendant Pedrini filed his Answer to Plaintiff's Complaint and Joinder in Counterclaim.

On December 12, 2023, the parties stipulated and agreed to consolidating the two related cases, State of Nevada, ex rel., Commissioner of Insurance, Barbara Richardson in her official capacity as Receiver for Nevada Health Co-Op v. Nino Pedrini, Case No. A-22-860744-C (the "Pedrini Action"), and State of Nevada, ex rel., Commissioner of Insurance, Barbara Richardson in her official capacity as Receiver for Nevada Health Co-Op v. WellHealth Medical Associates, Case No. A-21-845440-B (the "WellHealth Action"). Both cases arise out of the same series of transactions and occurrences, and involve common questions of law and fact. Based on the foregoing, the Court exercised its discretion and consolidated the Pedrini Action (Case No. A-22-860744-C) into the WellHealth Action (Case No. A-21-845440-B) on December 12, 2023.

The Receiver filed his Motion for Partial Summary Judgment Against Defendant Wellhealth Medical Associates (Volker), PLLC dba Wellhealth Quality Care on March 29, 2024. On April 15, 2024, the Receiver filed notice with the Court that no opposition to the motion had been filed by any party, and requesting the Court therefore grant the Receiver's motion for partial summary judgment. Also on April 15, 2024, the Receiver filed a Motion for Leave to File Second Amended Complaint ("Motion for Leave to Amend") in the WellHealth Action, and on April 29, 2024, Defendants Medsource Management Group, LLC, Robert Baratta, and Nino Pedrini filed an opposition to said motion. A hearing on the Receiver's Motion for Leave to File Second Amended Complaint was set for May 21, 2024. However, on April 17, 2024, WellHealth Medical Associates, PLLC, f/d/b/a WellHealth Quality Care, and f/d/b/a WellHealth Medical Associates (Volker), PLLC filed for bankruptcy under Chapter 7 of Title 7 of the United States Code in the United States Bankruptcy Court for the District of Nevada (Case No. 24-11839). The Court did not vacate the aforementioned May 2, 2024, hearing on the Receiver's *Motion* for Partial Summary Judgment, but did use the hearing to inquire as to the parties' positions on the scope of the bankruptcy's automatic stay. The Court also asked the parties to meet and confer as to whether the May 21, 2024, hearing on the Receiver's *Motion for Leave to Amend* should be vacated. On May 17,

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# **Current Receivership Assets**

The Receiver's evaluation of the assets and liabilities of the CO-OP is ongoing, and adjusted periodically to accommodate newly authorized payments, receipts, and transfers. Below is an overview of some key asset matters thus far identified by the Receiver (other than those already mentioned herein):

- 1. The currently available, unrestricted cash assets of the CO-OP as of July 31, 2024, were approximately \$1,017,340. The majority of NHC's currently available and liquid assets are held in bank deposits.
- 2. The financial information of NHC in this Thirty-Sixth Status Report provides estimates. NHC's financials may materially vary depending upon the estate's receipt of the promised federal receivables payments under the various ACA programs described in this report, and future litigation recoverables.
- 3. The Receiver is including, as **Exhibit 2** attached hereto, a cash flow report for NHC for the period covering the inception of the receivership through July 31, 2024. This report reflects a summary of disbursements and collections made by NHC during this period.

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# **CONCLUSION**

The Receiver has submitted this report in compliance with the Receivership Court's instructions for a status report on NHC. The Receiver requests that the Court approve this Thirty-Sixth Status Report and the actions taken by the Receiver.

DATED this 26th day of August 2024.

Respectfully submitted:

Scott Kipper, Commissioner of Insurance of the State of Nevada, in his Official Capacity as Statutory Receiver of Delinquent Domestic Insurer

/s/ Cantilo & Bennett, L.L.P. By:

> Special Deputy Receiver By Its Authorized Representative MARK F. BENNETT

Respectfully submitted by: GREENBERG TRAURIG, LLP

# /s/ Donald L. Prunty

MARK E. FERRARIO, ESQ. Nevada Bar No. 01625 DONALD L. PRUNTY, ESQ. Nevada Bar No. 08230 10845 Griffith Peak Drive Suite 600 Las Vegas, Nevada 89135

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Counsel for Scott Kipper, Commissioner of Insurance, as the Permanent Receiver for Nevada Health

CO-OP

Exhibits may be requested by contacting the Special Deputy Receiver at 512-478-6000