

**EXHIBIT 1**  
**(Affidavit of Dr. Ruffin)**

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**NO. 2019-87352**

**TEXAS CHILDREN'S HOSPITAL  
AND TEXAS CHILDREN'S HEALTH  
PLAN, INC.**

**Plaintiffs,**

**V.**

**ON-SITE COUNSELING, INC.,  
URGENT PSYCH CARE, LLC AND  
TROY L. MARSAW**

**Defendants.**

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**IN THE DISTRICT COURT**

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**129<sup>th</sup> JUDICIAL DISTRICT**

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**OF HARRIS COUNTY, TEXAS**

**AFFIDAVIT OF DR. CEDRINA RUFFIN**

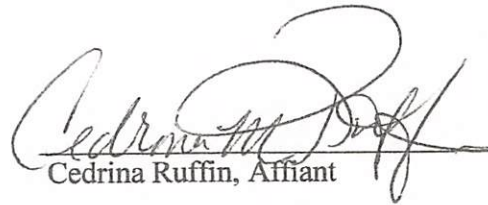
1. My name is Dr. Cedrina Ruffin. I am over the age of eighteen and legally competent to attest and testify to the following facts, all of which are within my personal knowledge:
2. I hold a B.A. in social work and PhD in social work administration and am currently certified as a licensed clinical social worker (LCSW).
3. I was formerly employed in the role of Utilization Review Specialist at Texas Children's Hospital Plan ("TCHP") in the Utilization Review Behavioral Health Department. I was in that position for approximately four (4) years, from 2016 to 2020. In that position, I was responsible for in-patient and out-patient behavioral health clinical reviews for approval and denial of services.
4. During the performance of my above-referenced job responsibilities, TCHP referred to Prest & Associates hundreds of in-patient network and out-patient network requests from medical providers for treatment approval for their patients enrolled in the TCHP plan. These referrals began as early as 2016, and continued into 2019. The work performed for TCHP by Prest & Associates included reviewing and evaluating provider requests for treatment approval and making decisions to approve or deny provider applications and requests for treatment approval. TCHP referred such requests to Prest & Associates primarily when the medical director's position within TCHP's Utilization Review Behavioral Health Department was vacant.
5. While I was employed with TCHP, I was responsible for reviewing in-patient network and out-of-network patient denials, authorizations for medical necessity of services.

Prest's role was to act as reviewer/decision maker regarding such approval/denials and authorizations, including but not limited to time periods in the absence of medical a director in TCHP's Utilization Review Behavioral Health Department.

6. All my contacts with Prest & Associates in my role as Utilization Review Social Worker for TCHP were via on-line portal submission. My colleagues, co-workers and I all used the on-line portal to input demographic, clinical and relevant information into the electronic portal for transmission from TCHP to Prest. Prest providers then reviewed the information provided and performed an evaluation/made a decision as to approval or denial and in turn returned a report to TCHP. Almost all work was sent via electronic submission.
  7. At various times, Prest would call TCHP for clarification of documents and information received, or to provide an update on the status of in-patient network and out-of-network patient denials of the authorization requests it had received.
  8. It was my understanding that every Prest provider reviewing requests for treatment authorizations and claims of On-Site Counseling (and all other providers) was required to be a medical professional (e.g., MD) licensed in the State of Texas.
  9. Prest conducted Peer to Peer reviews for TCHP which involved phone call conferences in which medical providers from Prest would speak with or interact with providers such as On-Site Counseling directly. Prest would make inquiries of On-Site Counseling regarding its proposed treatment or actual treatment and make determinations about whether On-Site Counseling's requests for treatment authorizations and the claims of On-Site's providers were approved or denied.
  10. The processes, actions and decision criteria used by Prest were used as a model for TCHP's in-house professionals, whose responsibility it was to review, approve or deny requests for medical treatment authorizations, as well as claims of On-Site Counseling's providers.
  11. Prest was generally known by TCHP's in-house professionals for being unusually stringent when reviewing On-Site Counseling's requests for treatment authorization and claims. It appeared as though On-Site Counseling was being singled out and subjected to requirements that other providers were not required to satisfy.
  12. TCHP professionals were directed to apply Prest's more stringent and questionable denial
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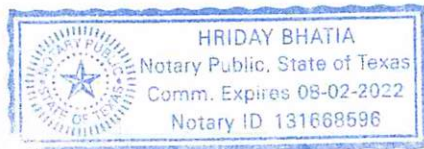
policy toward On-Site Counseling and to model Prest's policies of denial of On-Site Counseling's requests for treatment authorization and claims.


Affiant states nothing further.

  
Cedrina Ruffin, Affiant

SWORN TO AND SUBSCRIBED TO before me in Fort Bend County, Texas, this  
12 day of September, 2020.

SEAL



  
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NOTARY PUBLIC IN AND FOR  
THE STATE OF TEXAS

Printed Name: Hriday Bhatia  
My commission expires: 08/02/2022