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KATIE HOBBS
GOVERNOR
VIRGINIA ROUNTREE
DIRECTOR

October 24, 2025

James Stover
Administrator/Chief Executive Officer
AZ Completehealth
333 East Wetmore Road
Tucson, AZ 85705

SUBJECT: Final Results of Sanctionable Pended Encounters June 2025

Dear Mr. Stover:

This attached information will provide the final aged, pending encounter sanctions for the quarter ending June 2025. According to the Contract (YH19-0001R-04), Arizona Complete Health-Complete Care Plan (AzCH-CCP) is required to resolve all pended encounters within 120 calendar days of the processing date. If this requirement is not met, the Contractor is subject to sanctions.

The exception to the above is when the pending encounter is due to an Arizona Health Care Cost Containment System (AHCCCS) error. AHCCCS error is defined as a pended encounter, which AHCCCS acknowledges to be the result of its own error, and requires a change to the system programming, an update to the database reference table, or further research by AHCCCS. Contractors must notify AHCCCS, in writing, that the resolution of a pended encounter depends on AHCCCS instead of the Contractor. Pended encounters do not qualify as AHCCCS error if AHCCCS reviews the Contractor's notification and asks the Contractor to research the issue and provide additional substantiating documentation, or if AHCCCS disagrees with the Contractor's claims of AHCCCS error.

AHCCCS distributed the preliminary sanction results, including a summary of encounters excluded from sanctions as AHCCCS error, on July 17, 2025. The Contractor was provided with an opportunity to review the preliminary results, and challenge those encounters believed to be sanctioned in error. The Contractor's submitted mitigation was considered, and when appropriate, the mitigated encounters were removed from the final sanctionable encounters. The final sanction number pending for this quarter is zero (0). There is no sanction for June 2025.

Mr. Stover

Page 2

October 24, 2025

If you have any questions regarding your pending encounter sanctions, please contact Gina Aker at Gina.Aker@azahcccs.gov, (602) 417-4016.

Sincerely

DocuSigned by:

6720D03F007E4A8...

Meggan LaPorte, CPPO, MSW
Chief Procurement Officer
Division of Business and Finance
Mail Drop #15003

cc Devra Navas
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	Phoenix, AZ 85034
	anntonia.cota@azahcccs.gov
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Record Tracking

Status: Original	Holder: anntonia cota	Location: DocuSign
10/23/2025 10:11:26 AM	anntonia.cota@azahcccs.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: Arizona Health Care Cost Containment System	Location: Docusign

Signer Events

Meggan LaPorte
Meggan.LaPorte@azahcccs.gov
Chief Procurement Officer
AHCCCS
Security Level: Email, Account Authentication (None)

Signature

DocuSigned by:

6720D03F007E4A8...
Signature Adoption: Uploaded Signature Image
Using IP Address: 13.86.232.74

Timestamp

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Signed: 10/23/2025 2:11:30 PM

Electronic Record and Signature Disclosure:
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In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Tracey Thomas
Tracey.Thomas@azahcccs.gov
Procurement Manager
AHCCCS
Security Level: Email, Account Authentication (None)

COPIED

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Electronic Record and Signature Disclosure:
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Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent	Hashed/Encrypted	10/23/2025 10:12:48 AM
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Envelope Summary Events	Status	Timestamps
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Completed	Security Checked	10/23/2025 2:11:30 PM
Payment Events	Status	Timestamps