



150 N. 18th Avenue
Phoenix, AZ 85007
602.417.4000

KATIE HOBBS
GOVERNOR
VIRGINIA ROUNTREE
DIRECTOR

October 24, 2025

James Stover
Administrator/Chief Executive Officer
AZ Complete Health (Care1st)
1850 West Rio Salado Parkway Suite 211,
Tempe, AZ 85281

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-02), Care1st (CRF) is required to resolve all pending 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.

The final sanction number pending for this quarter is zero (0). There is no sanction for June 2025.

Mr. Stover
October 24, 2025
Page 2

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
Pamela McMillen
Aker, Gina
Christina Quast
DAR File
Jenniferjustine.e.phillips@azcompletehealth.com
Rodd.J.Mas@azcompletehealth.com

Certificate Of Completion

Envelope Id: 43E7C5E2-BC61-4C0E-A519-29A8F9169965		Status: Completed
Subject: Complete with Docusign: Care1st June 2025 Final Ltr..docx		
Source Envelope:		
Document Pages: 2	Signatures: 1	Envelope Originator:
Certificate Pages: 2	Initials: 0	anntonia cota
AutoNav: Enabled		801 E. Jefferson St.
Envelopeld Stamping: Enabled		Phoenix, AZ 85034
Time Zone: (UTC-07:00) Arizona		anntonia.cota@azahcccs.gov
		IP Address: 174.74.192.75

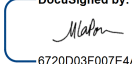
Record Tracking

Status: Original	Holder: anntonia cota	Location: DocuSign
10/23/2025 12:04:44 PM	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: 20.245.184.185

Timestamp

Sent: 10/23/2025 12:05:53 PM
Viewed: 10/23/2025 2:09:18 PM
Signed: 10/23/2025 2:09:26 PM

Electronic Record and Signature Disclosure:
Not Offered via Docusign

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

Sent: 10/23/2025 12:05:53 PM

Electronic Record and Signature Disclosure:
Not Offered via Docusign

Witness Events**Signature****Timestamp****Notary Events****Signature****Timestamp****Envelope Summary Events****Status****Timestamps**

Envelope Sent	Hashed/Encrypted	10/23/2025 12:05:54 PM
Certified Delivered	Security Checked	10/23/2025 2:09:18 PM

Envelope Summary Events	Status	Timestamps
Signing Complete	Security Checked	10/23/2025 2:09:26 PM
Completed	Security Checked	10/23/2025 2:09:26 PM
Payment Events	Status	Timestamps