

September 13, 2024

Minnie Andrade
Administrator/Chief Executive Officer (CEO)
Molina Healthcare
5055 E. Washington St., Suite 210
Phoenix, AZ 85034

SUBJECT: Final Results of Sanctionable Pended Encounters March 2024

Dear Ms. Andrade:

This attached information will provide the final aged pended encounter sanctions for the quarter ending March 2024. According to the Contract (YH19-0001-07), Molina Healthcare (MCC) 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 pended 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 pended encounters for this quarter is zero (0). There is no sanction for (March 2024).

Ms. Andrade
September 13, 2024
Page 2

If you have any questions regarding your pended 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 #5700

cc: Devra Navas
Pamela Sullivan
Aker, Gina
Christina Quast
DAR File
reyna.melendrez@molinahealthcare.com
ContractComplianceAZ@MolinaHealthcare.com

