



801 E. Jefferson Street  
Phoenix, AZ 85034  
602.417.4000

**KATIE HOBBS**  
GOVERNOR

May 15, 2025

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

SUBJECT: Final Results of Sanctionable Pended Encounters December 2024

Dear Mr. Stover:

This attached information will provide the final aged, pended encounter sanctions for the quarter ending December 2024. According to the Contract (YH19-0001R-04), Arizona Complete Health-Complete Care Plan (AzCH-CCP) 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 encounters for this quarter is zero (0). There is no sanction for December 2024.

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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:  
  
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Meggan LaPorte, CPPO, MSW  
Chief Procurement Officer  
Division of Business and Finance  
Mail Drop #5700

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