



Katie Hobbs, Governor
Carmen Heredia, Director

September 13, 2024

Jean Kalbacher
Administrator/CEO/COO
United Healthcare Community Plan ACC
1 East Washington, Suite 900
Phoenix, AZ 85004

SUBJECT: Final Results of Sanctionable Pended Encounters March 2024

Dear Ms. Kalbacher:

This attached information will provide the final aged pended encounter sanctions for the quarter ending March 2024. According to the Contract (YH19-0001-06), United Healthcare Community Plan LTC 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. Kalbacher
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
uhccpazcompliance@uhc.com
davidmartinez@uhc.com
stefanie.puglia@uhc.com

