

September 13, 2024

Cindy Leach
Administrator, Long Term Care
Mercy Care LTC
4750 S. 44th Place.,
Phoenix AZ 85040

SUBJECT: Final Results of Sanctionable Pended Encounters March 2024

Dear Ms. Leach:

This attached information will provide the final aged pended encounter sanctions for the quarter ending March 2024. According to the Contract (YH18-0001-02), Mercy Care (LTC) (MER_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).

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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:

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Meggan LaPorte, CPPO, MSW
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