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KATIE HOBBS
GOVERNOR
ROBERTA HARRISON
INTERIM DIRECTOR

May 11, 2026

Francine Pechnik
Executive Director
UnitedHealthcare Community Plan LTC (UHCCP LTC)
1 East Washington St, Suite 800
Phoenix, AZ 85004

SUBJECT: Final Results of Sanctionable Pended Encounters December 2025

Dear Ms. Pechnik:

This attached information will provide the final aged, pending encounter sanctions for the quarter ending December 2025. According to Contract YH18-0001-03, UnitedHealthcare Community Plan LTC (UHCCP LTC) 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.

AHCCCS distributed the preliminary January 22, 2026. The Contractor was provided with an opportunity to review the preliminary results, and challenge those encounters believed to be sanctioned in error. The Contractor's submitted mitigation was considered, and when appropriate, the mitigated encounters were removed from the final sanctionable encounters. The preliminary sanctionable number of pending encounters for UHCCP LTC was 1,302, and the final sanction number of pending encounters for this quarter is 14. The final sanction dollar amount is \$280, there is no sanction for December 2025.

Even if sanctions are waived, the Contractor is liable for addressing all pending encounters (except those errors identified as due to AHCCCS error or being under review by AHCCCS). When error codes are identified as an AHCCCS error and are corrected or are identified as being

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AHCCCS review and then released, the Contractor is responsible for addressing any remaining error codes and will be afforded a new 120-day clock for resolution. However, the true age for these pending encounters will continue to appear in the Aging Reports.

If UnitedHealthcare Community Plan LTC (UHCCP LTC) disagrees with this decision, the Contractor may file a dispute with the AHCCCS Administration using the process outlined in A.A.C. R9-34-401 et.seq. The dispute must be filed in writing and must be received by the AHCCCS Administration, Office of General Counsel at 150 N. 18th Ave, Phoenix, Arizona 85007, no later than 60 days from the date of this letter. The dispute shall specify the legal and factual bases for the dispute as well as the relief requested.

Per the terms of the Contract, sanctions are not the Administration's exclusive remedy. In particular and without limiting possible future actions, if any legal action is brought against the Administration as the result of your non-compliance with the Contract, the Administration will seek compensation from you for any damages arising from such legal action including but not limited to the Administration's cost of representation as well as the cost of any attorneys' fees and costs payable to the party bringing the action.

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:


6720D03F00754A8
Megan LaPorte, CPPO, MSW
Chief Procurement Officer
Division of Business and Finance
Mail Drop #15003

cc: Devra Navas
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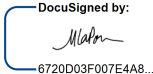
Certificate Of Completion

Envelope Id: C8BB4957-A168-891C-81EC-81C708E830A4		Status: Completed
Subject: Complete with Docusign: UHC_LTC 2025 Dec. Final Sanction Ltr 5.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: 184.182.37.5

Record Tracking

Status: Original	Holder: anntonia cota	Location: DocuSign
5/11/2026 10:06:05 AM	anntonia.cota@azahcccs.gov	
Security Appliance Status: Connected	Pool: StateLocal	

Signer Events

Signer Events	Signature	Timestamp
Meggan LaPorte	 DocuSigned by: 6720D03F007E4A8...	Sent: 5/11/2026 10:06:46 AM
Meggan.LaPorte@azahcccs.gov		Viewed: 5/11/2026 1:10:40 PM
Chief Procurement Officer		Signed: 5/11/2026 1:10:55 PM
AHCCCS		
Security Level: Email, Account Authentication (None)	Signature Adoption: Uploaded Signature Image Using IP Address: 68.109.130.52	

Electronic Record and Signature Disclosure:
Not Offered via Docusign

In Person Signer Events

Signature	Timestamp
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Editor Delivery Events

Status	Timestamp
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Agent Delivery Events

Status	Timestamp
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Intermediary Delivery Events

Status	Timestamp
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Certified Delivery Events

Status	Timestamp
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Carbon Copy Events

Tracey Thomas	COPIED	Sent: 5/11/2026 10:06:47 AM
Tracey.Thomas@azahcccs.gov		
Procurement Mgr		
AHCCCS		
Security Level: Email, Account Authentication (None)		

Electronic Record and Signature Disclosure:
Not Offered via Docusign

Witness Events

Signature	Timestamp
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Notary Events

Signature	Timestamp
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Envelope Summary Events

Status	Timestamps
Envelope Sent	5/11/2026 10:06:47 AM
Certified Delivered	5/11/2026 1:10:40 PM
Signing Complete	5/11/2026 1:10:55 PM
Completed	5/11/2026 1:10:55 PM

Payment Events	Status	Timestamps
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