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KATIE HOBBS
GOVERNOR

ROBERTA HARRISON
INTERIM DIRECTOR

May 11, 2026

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

SUBJECT: Final Results of Sanctionable Pended Encounters December 2025

Dear Mr. Stover:

This attached information will provide the final aged, pending encounter sanctions for the quarter ending December 2025. According to the Contract YH19-0001R-04, Arizona Complete Health Complete Care Plan (AZ CH-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.

AHCCCS distributed the preliminary sanction results, including a summary of encounters excluded from sanctions as AHCCCS error, on 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 final sanction number pending for this quarter is zero (0). There is no sanction for December 2025.

Mr. Stover
May 11, 2026
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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:



6720D03F007E4A8...

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

cc: Devra Navas
Pamela McMillen
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Certificate Of Completion

Envelope Id: 1668E49F-0B9B-8E53-8186-5C685333566B
 Subject: Complete with Docusign: AZ Complete Health 2025 Dec. Final Sanction Ltr 4.docx
 Source Envelope:
 Document Pages: 2
 Certificate Pages: 2
 AutoNav: Enabled
 Envelopeld Stamping: Enabled
 Time Zone: (UTC-07:00) Arizona

Status: Completed
 Envelope Originator:
 anntonia cota
 801 E. Jefferson St.
 Phoenix, AZ 85034
 anntonia.cota@azahcccs.gov
 IP Address: 184.182.37.5

Record Tracking

Status: Original
 5/11/2026 9:47:02 AM
 Security Appliance Status: Connected
 Holder: anntonia cota
 anntonia.cota@azahcccs.gov
 Pool: StateLocal
 Location: DocuSign

Signer Events

Meggan LaPorte
 Meggan.LaPorte@azahcccs.gov
 Chief Procurement Officer
 AHCCCS
 Security Level: Email, Account Authentication
 (None)

Signature

DocuSigned by:

 6720D03F007E4A8...
 Signature Adoption: Uploaded Signature Image
 Using IP Address: 68.109.130.52

Timestamp

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 Viewed: 5/11/2026 1:14:34 PM
 Signed: 5/11/2026 1:14:39 PM

Electronic Record and Signature Disclosure:
 Not Offered via Docusign

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Tracey Thomas
 Tracey.Thomas@azahcccs.gov
 Procurement Mgr
 AHCCCS
 Security Level: Email, Account Authentication
 (None)

COPIED

Sent: 5/11/2026 9:50:31 AM

Electronic Record and Signature Disclosure:
 Not Offered via Docusign

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent	Hashed/Encrypted	5/11/2026 9:50:31 AM
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Signing Complete	Security Checked	5/11/2026 1:14:39 PM
Completed	Security Checked	5/11/2026 1:14:39 PM

Payment Events

Status

Timestamps