

August 8, 2018

Mark Russell M.D.  
UnitedHealth Community\_LTC  
1 East Washington, Suite 800  
Phoenix, AZ 85004

SUBJECT: Final Results of Sanctionable Pended Encounters December 2017

Dear Dr. Russell:

This attached information will provide the final aged pended encounter sanctions for the quarter ending December 2017. According to the Contract (YH12-0001-02), UnitedHealth Community\_LTC (UHC\_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 December 2017, and therefore NO files to post to the SFTP server. If you have any questions regarding your pended encounter sanctions, please contact Gina Aker at [Gina.Aker@azahcccs.gov](mailto:Gina.Aker@azahcccs.gov), (602) 417-4016.

Sincerely,

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

cc: Shelli Silver  
Lori Petre  
Devra Navas  
Pamela Sullivan  
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