

October 27, 2021

Jean Kalbacher
Chief Executive Officer
UnitedHealthcare Community Plan
1 E Washington St., Suite 900
Phoenix, AZ 85004

SUBJECT: Final Results of Sanctionable Pended Encounters June 2021

Dear Ms. Kalbacher:

This attached information will provide the final aged pended encounter sanctions for the quarter ending June 2021. According to the Contract (YH19-0001-06) United Healthcare (UHC), 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.

AHCCCS distributed the preliminary sanction results, on August 10, 2021. There is no sanction for June 2021.

If you have any questions regarding your pended encounter sanctions, please contact Gina Aker at Gina.Aker@azahcccs.gov, (602) 417-4016.

Sincerely,



Meggan LaPorte (Oct 27, 2021 14:52 PDT)

Meggan LaPorte, CPPO, MSW
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