



Douglas A. Ducey, Governor  
Jami Snyder, Director

March 21, 2022

Minnie Andrade  
Administrator/Chief Executive Officer  
Molina Complete Care  
5055 East Washington Street – Ste. 210  
Phoenix, AZ 85034

SUBJECT: Final Results of Sanctionable Pended Encounters September 2021

Dear Ms. Andrade

This attached information will provide the final aged, pended encounter sanctions for the quarter ending September 2021. According to the Contract (YH19-0001-07), Molina Complete Care (MCC) 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, including a summary of encounters excluded from sanctions as AHCCCS error, on November 23, 2021. The Contractor was provided 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 pended encounters for this quarter is zero (0). There is no sanction for September 2021.

Ms. Andrade  
March 21, 2022  
Page 2

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 LaPorte (Mar 28, 2022 12:24 PDT)

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

cc: Devra Navas  
Pamela Sullivan  
Gina Aker  
Christina Quast  
DAR File  
[brian.lund@molinahealthcare.com](mailto:brian.lund@molinahealthcare.com)