



150 N. 18th Avenue
Phoenix, AZ 85007
602.417.4000

KATIE HOBBS
GOVERNOR
VIRGINIA ROUNTREE
DIRECTOR

October 24, 2025

Heather Carter
Chief Executive Officer
Blue Cross Blue Shield of AZ Health Choice
8220 N. 23rd Avenue
Phoenix, AZ 85021

SUBJECT: Final Results of Sanctionable Pended Encounters June 2025

Dear Ms. Carter:

This attached information will provide the final aged, pending encounter sanctions for the quarter ending June 2025. According to the Contract (YH19-0001-03), Blue Cross Blue Shield of AZ Health Choice (HCA) 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.

The final sanction number pending for this quarter is zero (0). There is no sanction for June 2025.

Ms. Carter
October 24, 2025
Page 2

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:

6720D03F007E4A8...

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

cc: Devra Navas
Pamela McMillen
Aker, Gina
Christina Quast
DAR File
Hch.deliverables@azblue.com
Amanda.pizzolanti@azblue.com
Kijuana.Wright@azblue.com

Certificate Of Completion

Envelope Id: BD9DB8A4-E568-4F87-939C-112348E3D8CE		Status: Completed
Subject: Complete with Docusign: Blue Cross_HCA June 2025 Final Ltr.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: 174.74.192.75

Record Tracking

Status: Original	Holder: anntonia cota	Location: DocuSign
10/23/2025 10:16:02 AM	anntonia.cota@azahcccs.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: Arizona Health Care Cost Containment System	Location: Docusign

Signer Events

Signer Events	Signature	Timestamp
Meggan LaPorte	 6720D03F007E4A8...	Sent: 10/23/2025 10:16:47 AM
Meggan.LaPorte@azahcccs.gov		Viewed: 10/23/2025 2:10:45 PM
Chief Procurement Officer		Signed: 10/23/2025 2:10:50 PM
AHCCCS		
Security Level: Email, Account Authentication (None)	Signature Adoption: Uploaded Signature Image	
	Using IP Address: 20.245.184.185	

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	COPIED	Sent: 10/23/2025 10:16:48 AM
Tracey.Thomas@azahcccs.gov		
Procurement Manager		
AHCCCS		
Security Level: Email, Account Authentication (None)		

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	10/23/2025 10:16:48 AM
Certified Delivered	Security Checked	10/23/2025 2:10:45 PM

Envelope Summary Events	Status	Timestamps
Signing Complete	Security Checked	10/23/2025 2:10:50 PM
Completed	Security Checked	10/23/2025 2:10:50 PM
Payment Events	Status	Timestamps