



150 N. 18th Avenue
Phoenix, AZ 85007
602.417.4000

KATIE HOBBS
GOVERNOR

ROBERTA HARRISON
INTERIM DIRECTOR

May 11, 2026.

James Stover
Administrator/Chief Executive Officer
AZ Complete Health (Care1st)
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-02, Care1st (CRF) 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 December 2025.

Mr. Stover
May 11, 2026
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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
Gina Aker
Christina Quast
DAR File
Jenniferjustine.e.phillips@azcompletehealth.com
Rodd.J.Mas@azcompletehealth.com

Certificate Of Completion

Envelope Id: AEE8F8CD-0F88-82A0-8273-125A3AB3CA3B	Status: Completed
Subject: Complete with Docusign: Care1st 2025 Dec. Final Sanction Ltr 5.docx	
Source Envelope:	
Document Pages: 2	Signatures: 1
Certificate Pages: 2	Initials: 0
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	anntonia cota
Time Zone: (UTC-07:00) Arizona	801 E. Jefferson St.
	Phoenix, AZ 85034
	anntonia.cota@azahcccs.gov
	IP Address: 184.182.37.5

Record Tracking

Status: Original	Holder: anntonia cota	Location: DocuSign
5/11/2026 9:58:04 AM	anntonia.cota@azahcccs.gov	
Security Appliance Status: Connected	Pool: StateLocal	

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

Sent: 5/11/2026 9:58:45 AM
Viewed: 5/11/2026 1:13:04 PM
Signed: 5/11/2026 1:13:10 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 9:58:45 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 9:58:45 AM
Certified Delivered	Security Checked	5/11/2026 1:13:04 PM
Signing Complete	Security Checked	5/11/2026 1:13:10 PM
Completed	Security Checked	5/11/2026 1:13:10 PM

Payment Events

Status

Timestamps