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**KATIE HOBBS**  
GOVERNOR

**ROBERTA HARRISON**  
INTERIM DIRECTOR

May 11, 2026

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

SUBJECT: Final Results of Sanctionable Pended Encounters December 2025

Dear Ms. Kalbacher:

This attached information will provide the final aged, pending encounter sanctions for the quarter ending December 2025. According to Contract YH19-0001-06, United Healthcare Community Plan (UHC) 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.

AHCCCS distributed the preliminary January 22, 2026. The Contractor was provided with 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 preliminary sanctionable number of pending encounters for UHC\_ACC was 11,116, and the final sanction number of pending encounters for this quarter is 2,852. The final sanction dollar amount is \$51,845.

Even if sanctions are waived, the Contractor is liable for addressing all pending encounters (except those errors identified as due to AHCCCS error or being under review by AHCCCS). When error codes are

Ms. Kalbacher  
May 11, 2026  
PAGE 2

identified as an AHCCCS error and are corrected or are identified as being under AHCCCS review and then released, the Contractor is responsible for addressing any remaining error codes and will be afforded a new 120-day clock for resolution. However, the true age for these pending encounters will continue to appear in the Aging Reports. Enclosed is a summary of the final sanction results. Please retrieve your encounter sanction information from AHCCCS' FTP server. The path is sftp.state.medicaid.us UHC\OTHER\ and the file name: UHC\_ACC 2025 Dec Final Sanctions.xlsx the spreadsheet now contains reports: Pend Age Category; Pend Error Summary; Pend CRN

If UnitedHealthcare Community Plan disagrees with this decision, the Contractor may file a dispute with the AHCCCS Administration using the process outlined in A.A.C. R9-34-401 et.seq. The dispute must be filed in writing and must be received by the AHCCCS Administration, Office of General Counsel at 150 N. 18<sup>th</sup> Ave, Phoenix, Arizona 85007, no later than 60 days from the date of this letter. The dispute shall specify the legal and factual bases for the dispute as well as the relief requested.

Per the terms of the Contract, sanctions are not the Administration's exclusive remedy. In particular and without limiting possible future actions, if any legal action is brought against the Administration as the result of your non-compliance with the Contract, the Administration will seek compensation from you for any damages arising from such legal action including but not limited to the Administration's cost of representation as well as the cost of any attorneys' fees and costs payable to the party bringing the action.

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  
Megan LaPorte, CPPO, MSW

Chief Procurement Officer  
Division of Business and Finance  
Mail Drop #15003

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### Certificate Of Completion

Envelope Id: 30F6A3AD-488F-878A-8076-4CF43B61DFAA  
 Subject: Complete with Docusign: UHC\_ACC 2025 Dec. Final Sanction Ltr 5.docx  
 Source Envelope:  
 Document Pages: 2  
 Certificate Pages: 2  
 AutoNav: Enabled  
 Envelopeld Stamping: Enabled  
 Time Zone: (UTC-07:00) Arizona

Status: Completed  
 Envelope Originator:  
 anntonia cota  
 801 E. Jefferson St.  
 Phoenix, AZ 85034  
 anntonia.cota@azahcccs.gov  
 IP Address: 184.182.37.5

### Record Tracking

Status: Original  
 5/11/2026 10:05:16 AM  
 Security Appliance Status: Connected  
 Holder: anntonia cota  
 anntonia.cota@azahcccs.gov  
 Pool: StateLocal  
 Location: DocuSign

### 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 10:05:51 AM  
 Viewed: 5/11/2026 1:11:08 PM  
 Signed: 5/11/2026 1:11:11 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 10:05:51 AM

**Electronic Record and Signature Disclosure:**  
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### Witness Events

### Signature

### Timestamp

### Notary Events

### Signature

### Timestamp

### Envelope Summary Events

### Status

### Timestamps

Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	5/11/2026 10:05:51 AM
Certified Delivered	Security Checked	5/11/2026 1:11:08 PM
Signing Complete	Security Checked	5/11/2026 1:11:11 PM
Completed	Security Checked	5/11/2026 1:11:11 PM

**Payment Events**

**Status**

**Timestamps**