



150 N. 18th Avenue
Phoenix, AZ 85007
602.417.4000

KATIE HOBBS
GOVERNOR

VIRGINIA ROUNTREE
DIRECTOR

October 24, 2025

Cynthia J. Leach
Administrator, LTC
Mercy Care_LTC
4750 N. 44th Place
Phoenix, AZ 85040

SUBJECT: Final Results of Sanctionable Pended Encounters June 2025

Dear Ms. Leach:

This attached information will provide the final aged, pending encounter sanctions for the quarter ending June 2025. According to the Contract (YH18-0001-02), Mercy Care_LTC (MER) 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. Leach
October 24, 2025
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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
Aker, Gina
Christina Quast
DAR File
TownsendC3@mercycareaz.org
Brownh7@aetna.com

Certificate Of Completion

Envelope Id: 0ED68A4D-AE3B-46C5-A788-18DDE6B646E2	Status: Completed
Subject: Complete with Docusign: Mercy_LTC June 2025 Final Ltr.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: 174.74.192.75

Record Tracking

Status: Original	Holder: anntonia cota	Location: DocuSign
10/23/2025 12:06:07 PM	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

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: 20.245.184.185

Timestamp

Sent: 10/23/2025 12:06:57 PM
Viewed: 10/23/2025 2:08:47 PM
Signed: 10/23/2025 2:09:12 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 Manager
AHCCCS
Security Level: Email, Account Authentication (None)

COPIED

Sent: 10/23/2025 12:06:57 PM

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 12:06:57 PM
Certified Delivered	Security Checked	10/23/2025 2:08:47 PM

Envelope Summary Events	Status	Timestamps
Signing Complete	Security Checked	10/23/2025 2:09:12 PM
Completed	Security Checked	10/23/2025 2:09:12 PM
Payment Events	Status	Timestamps