

January 8, 2018

James Stover  
Chief Executive Officer  
333 E. Wetmore Road, Suite 500  
Tucson, Arizona 85705

**RE: Release from March 1, 2017 Notice to Cure\_ Quality of Care Concerns**

Dear Mr. Stover:

The Arizona Health Care Cost Containment System (AHCCCS), Division of Health Care Management (DHCM) is writing to Cenpatico Integrate Care (CIC) to formally close the Notice to Cure (NTC) issued March 1, 2017. The NTC was issued under AHCCCS Contract YH17-0001-01 for CIC's failure to ensure timely provision of quality care and services and noncompliance with Contract requirements regarding quality of care concerns and investigations.

In response to this NTC, CIC submitted a Corrective Action Plan which addressed development of policies and procedures for reporting and investigating quality of care concerns, identification of and tracking quality of care issues, and ongoing monitoring of all quality of care services and related concerns. CIC also developed and conducted quality of care training for all staff regarding identification of potential quality of care issues and the referral process.

CIC has met the requirements of the Notice to Cure and is therefore released from monthly Correction Action Plan (CAP) reporting and all other associated reporting requirements.

AHCCCS expects CIC will continue to demonstrate sustained compliance regarding Contract requirements for timely provision of quality care and services and for reporting and investigating quality of care concerns. AHCCCS will continue to closely monitor these areas for ongoing compliance. Any further non-compliance may result in additional compliance action.

Should you have any questions regarding this matter, please contact Virginia Rountree at [Virginia.Rountree@azahcccs.gov](mailto:Virginia.Rountree@azahcccs.gov) or 602.417.4122.

Sincerely,



Meggan Harley, CPPO, MSW  
Chief Procurement Officer

Cc: Christina Quast, AHCCCS  
Jakenna Lebsack, AHCCCS  
Michelle Holmes, AHCCCS

Ena Binns, AHCCCS  
Rena Rischar, CIC  
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