

March 19, 2026

VIA EMAIL ONLY

Eva Elser,
Director of Compliance & Risk Management
Fresno PACE
1125 N. Magnolia Avenue
Anaheim, CA 92801

RE: PACE program complaint

Dear Eva Elser:

The Department of Health Care Services (DHCS) investigated Innovative Integrated Health (IIH) Fresno Program of All-Inclusive Care for the Elderly (PACE) based upon a complaint DHCS received on December 16, 2025, regarding participant [REDACTED]. The alleged complaints include the following:

- Participant was left alone in the Pulmonologist clinic bathroom > 1 hr. without assistance on 12/10/25.
- Grievances –
 - Requested copy of 5 grievances filed without response from PACE organization (PO).
- Missed medication doses
- Requests made for an assigned caregiver to accompany participant's care needs at outside appointments.
 - 12/12/25 service delivery request (SDR) denial for daughter's request for PO to provide participant with Certified Nursing Assistant (CNA) for medical appointments.
 - Participant had an appointment and did not have a chaperone.
- Lack of communication and response from PO
- Multiple appointment cancellations without proper notification

As a result of this investigation, DHCS has identified PACE programmatic deficiencies which have been noted on the enclosed Corrective Action Plan (CAP). These deficiencies require prompt remediation by Innovative Integrated Health Fresno PACE.



Pursuant to 42 Code of Federal Regulations §460.42, a CAP addressing the deficiencies must be reviewed and approved by DHCS. Please submit a completed CAP to PACECompliance@dhcs.ca.gov within 30 days of the date of this letter.

DHCS would like to thank you for your cooperation during this investigation. We acknowledge your continued efforts towards building relationships with PACE participants and ensuring appropriate care is provided.

If you have any questions or concerns, please contact Joan Morano, Nurse Evaluator, at PACECompliance@dhcs.ca.gov.

Sincerely,

ELECTRONICALLY SIGNED BY

Elva Alatorre, Chief
PACE Branch
Office of Medicare Innovation and Integration
Department of Health Care Services

Enclosure: Corrective Action Plan (CAP)

CC: Kevin Phomthevy, Chief
PACE Monitoring and Oversight Unit
Office of Medicare Innovation and Integration
Department of Health Care Services

Nageena Khan, Chief
PACE Section
Office of Medicare Innovation and Integration
Department of Health Care Services

Erika Origel, Chief
PACE Contracts Management & Processing Unit
Office of Medicare Innovation and Integration
Department of Health Care Services

Eva Elser
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La Donna Christensen, Contract Manager
PACE Contracts Management and Processing Unit
Office of Medicare Innovation and Integration
Department of Health Care Services

INNOVATIVE INTEGRATIVE HEALTH - FRESNO

Corrective Action Plan (CAP)

Program Assurance	Findings	Provider's Plan of Correction
§ 460.98 Service delivery. (c) Timeframes for arranging and providing services — (4) <i>Providing approved services.</i> Services must be provided as expeditiously as the participant's health condition requires, taking into account the participant's medical, physical, social, and emotional needs.	PACE organization (PO) failed to demonstrate that a service ordered by MD was effectuated expeditiously. • DaTscan of Brain.	
§ 460.102 Interdisciplinary team. (d) <i>Responsibilities of interdisciplinary team.</i> (ii) <i>Coordination of care.</i> Coordination and implementation of 24-hour care delivery that meets participant needs across all care settings, including but not limited to the following:	PO failed to demonstrate that care was coordinated with participant's family to ensure relevant instructions for care were communicated. • Missed medication administration of Carbidopa/Levodopa	

Program Assurance	Findings	Provider's Plan of Correction
(B) Communicating all necessary care and relevant instructions for care.		
§ 460.102 Interdisciplinary team. (f) Exchange of information between team members. The PACE organization must establish, implement, and maintain documented internal procedures governing the exchange of information between team members, contractors, and participants and their caregivers consistent with the requirements for confidentiality in § <u>460.200(e)</u>.	PO failed to demonstrate that exchange of information between PO, contractors and participant / caregiver was established and implemented. • Miscommunication in scheduling participant appointment. • Deviation from standard practice by a transportation service provider.	

August 17, 2026

VIA EMAIL ONLY

Eva Elser,
Director of Compliance & Risk Management
IIH Fresno PACE
1125 N. Magnolia Avenue
Anaheim, CA 92801

Dear Eva Elser:

The Department of Health Care Services (DHCS) concluded its review of the Corrective Action Plan (CAP) submitted by Innovative Integrated Health (IIH) Fresno PACE on August 5, 2026. DHCS determined that the submitted document(s) addresses the deficiencies identified in the CAP and satisfies the Program of All-Inclusive Care for the Elderly (PACE) requirements. The CAP is attached to this letter for ease and allows IIH Fresno PACE to use as a reference document.

DHCS appreciates your assistance and commitment in providing quality care and oversight to our PACE participants.

If you have any questions or concerns regarding this letter, please contact Joan Morano, Nurse Evaluator, via PACECompliance@dhcs.ca.gov.

Sincerely,

ELECTRONICALLY SIGNED BY

Kevin Phomthevy, Chief
PACE Monitoring and Oversight Unit
Office of Medicare Innovation & Integration
Department of Health Care Services

Enclosure: CAP Grid

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cc: Next page

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