

August 8, 2025

VIA EMAIL ONLY

Joyita Garg,  
Program Director & Vice President  
AltaMed PACE  
5425 E. Pomona Blvd.  
Los Angeles, CA 90022

RE: PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY (PACE) PROGRAM COMPLAINT

Dear Joyita Garg:

The Department of Health Care Services (DHCS) investigated AltaMed Program of All-Inclusive Care for the Elderly (PACE) based upon a complaint DHCS received on April 17, 2025. The complaint alleged the following regarding a participant:

- Delay in services – neurology referral.
- Inadequate access to care.

DHCS is in receipt of AltaMed PACE's response emails and medical record review throughout the investigation. After reviewing the relevant facts and documentation DHCS is unable to substantiate the concerns raised by the complainant.

DHCS reserves the right to conduct announced or unannounced visits with AltaMed PACE in the future to ensure further compliance with the PACE Program.

DHCS would like to thank you and your team for your assistance and cooperation during this investigation. If you have any questions, please contact Kevin Phomthevy, Health Program Manager, at [PACECompliance@dhcs.ca.gov](mailto:PACECompliance@dhcs.ca.gov).

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Sincerely,

**ELECTRONICALLY SIGNED BY**

Elva Alatorre, Chief  
PACE Branch  
Integrated Systems of Care Division  
Department of Health Care Services

cc:

Kevin Phomthevy, Chief  
PACE Monitoring and Oversight Section  
Integrated Systems of Care Division  
Department of Health Care Services

Nageena Khan, Chief  
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