

Michelle Baass | Director

December 26, 2025

VIA EMAIL ONLY

Jeremy Martin
Director of Compliance (CA & NM)
InnovAge Corporate Headquarters
Denver, CO 80230

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

Dear Jeremy Martin:

The Department of Health Care Services (DHCS) investigated InnovAge Crenshaw Program of All-Inclusive Care for the Elderly (PACE) based upon a complaint DHCS received on June 18, 2025. The complaint alleged the following regarding [REDACTED].

- PO declined placement request for the participant to a non-contracted out-of-network facility preferred by the complainant.

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

DHCS reserves the right to conduct announced or unannounced visits with InnovAge Crenshaw 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.

Sincerely,

ELECTRONICALLY SIGNED BY

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

Cc: Next Page

cc: Kevin Phomthevy, Chief
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