



Kim Stratman  
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March 3, 2026

If you have any questions or concerns, please contact Seema Massey, Nurse Evaluator, at [PACECompliance@dhcs.ca.gov](mailto:PACECompliance@dhcs.ca.gov).

Sincerely,

**ELECTRONICALLY SIGNED BY**

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

Enclosure: Corrective Action Plan (CAP)

CC: Elva Alatorre, Chief  
PACE Branch  
Office of Medicare Innovation & Integration  
Department of Health Care Services

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

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

Latsanok Salinthone, Contract Manager  
PACE Contracts Management and Processing Unit  
Office of Medicare Innovation & Integration  
Department of Health Care Services

# BRANDMAN CENTERS FOR SENIOR CARE

## Corrective Action Plan (CAP)

Program Assurance	Findings	Provider’s Plan of Correction
<p><b>Grievance:</b>  <b>PACE Contract Exhibit A, Attachment 14, Section 4. C</b></p> <p>Within five days of receiving a Grievance, the Contractor shall provide the Member who files a Grievance with an acknowledgement of receipt and identification of the person or unit that may be contacted about the Grievance.</p>	<p>PO did not ensure complainant received an acknowledgment letter for receipt of grievance within 5 days after the grievance was filed.</p>	



Michelle Baass | Director

April 27, 2026

VIA EMAIL ONLY

Amy Graham,  
Director of Operations  
Brandman PACE  
7150 Tampa Ave.  
Reseda, CA 91335

Dear Amy Graham:

The Department of Health Care Services (DHCS) concluded its review of the Corrective Action Plan (CAP) submitted by Brandman PACE on March 26, 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 Bradman 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 Seema Massey, Nurse Evaluator, via [PACECompliance@dhcs.ca.gov](mailto: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

cc: Next page



Amy Graham  
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Leith Lombas, Specialist  
PACE Branch  
Office of Medicare Innovation & Integration  
Department of Health Care Services