



Michelle Baass | Director

November 17, 2025

VIA EMAIL ONLY

Barbara LaHaie, Director
Redwood Coast PACE
1910 California Street
Eureka, CA 95501

RE: PACE program complaint

Dear Barbara LaHaie:

The Department of Health Care Services (DHCS) investigated Redwood Coast - Eureka Program of All-Inclusive Care for the Elderly (PACE) based upon a complaint DHCS received on July 29, 2025. The complaint alleged the following item(s):

- Nursing home visit schedule change was not communicated with the participant.
- Participant requested to buy bandaging supplies on Amazon and get reimbursed from PO.

As a result of this investigation, the listed complaints were unsubstantiated; however, during record review DHCS has identified an incidental finding which has been noted on the enclosed Corrective Action Plan (CAP). These deficiencies require prompt remediation by Redwood Coast 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.



Barbara LaHaie
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November 17, 2025

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

Sincerely,

ELECTRONICALLY SIGNED BY

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

Enclosure: Corrective Action Plan (CAP)

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

Nageena Khan, Chief
PACE Section
Integrated Systems of Care Division
Department of Health Care Services

Erika Origel, Chief
PACE Contracts Management & Processing Unit
Integrated Systems of Care Division
Department of Health Care Services

Latsanok Salinthone, Contract Manager
PACE Contracts Management and Processing Unit
Integrated Systems of Care Division
Department of Health Care Services

REDWOOD COAST PACE

Corrective Action Plan (CAP)

Program Assurance	Findings	Provider's Plan of Correction
<p>§ 460.102 Interdisciplinary team.</p> <p>(d) Responsibilities of interdisciplinary team.</p> <p>(1) The interdisciplinary team is responsible for the following for each participant:</p> <p>(iv) Consideration of recommended services.</p> <p>The interdisciplinary team must review, assess, and act on recommendations from emergency or urgent care providers, employees, and contractors, including medical specialists. Specifically, the interdisciplinary team must ensure the following requirements are met:</p> <p>(A) The appropriate member(s) of the interdisciplinary team must review all recommendations from other employees and</p>	<p>PO failed to act on the dermatology specialist recommendations:</p> <ul style="list-style-type: none"> The participant did not receive prescribed TAC 0.1% cream as recommended by dermatologist. 	

Program Assurance	Findings	Provider's Plan of Correction
<p>contractors and determine if the recommended services are necessary to meet the participant's medical, physical, social, or emotional needs as expeditiously as the participant's health condition requires, but no later than 7 calendar days from the date the recommendation was made.</p>		
<p>§ 460.102 Interdisciplinary team.</p> <p>(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.</p>	<p>PO failed to communicate the reason for delay in ordering and starting the medication ordered by the dermatologist.</p> <ul style="list-style-type: none"> Participant inquired about the delay in receiving the prescribed TAC 0.1% but was not provided a reason. 	



Michelle Baass | Director

February 24, 2026

VIA EMAIL ONLY

Barbara LaHaie, Director
Redwood Coast PACE
1910 California St.
Eureka, CA 95501

Dear Barbara LaHaie,

The Department of Health Care Services (DHCS) concluded its review of the Corrective Action Plan (CAP) submitted by Redwood Coast PACE on January 16, 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 Redwood Coast 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.

Sincerely,

ELECTRONICALLY SIGNED BY

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

Enclosure: CAP Grid

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Barbara LaHaie
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Leith Lombas, Specialist
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