

November 24, 2025

*THIS LETTER SENT VIA EMAIL*

Martha Santana-Chin, Chief Executive Officer  
L.A. Care Health Plan  
1200 West 7th Street  
Los Angeles, CA 90017

**FINAL NOTICE OF MONETARY SANCTION FOR FAILURE TO MEET AND EXCEED  
MINIMUM PERFORMANCE LEVELS FOR MEDI-CAL MANAGED CARE  
ACCOUNTABILITY SET PERFORMANCE MEASURES**

Dear Martha Santana-Chin,

The Department of Health Care Services (DHCS) sends this Final Notice of Monetary Sanction Letter to L.A. Care Health Plan (L.A. Care) for failure to meet and exceed the required minimum performance levels (MPLs) for measurement year 2024 (MY24)<sup>1</sup> Medi-Cal Managed Care Accountability Set (MCAS) performance measures (Managed Care Plan (MCP) Contract, Exhibit A, Attachment 3, section 2.2 Quality Improvement System, subsection 2.2.9 External Quality Review Requirements).

Under California Welfare and Institutions Code (W&I) section 14197.7 and the MCP contract, DHCS has the authority to impose monetary sanctions for L.A. Care's failure to meet and exceed required MPLs for MY24, which has directly impacted L.A. Care's Members (MCP Contract, Exhibit A, Attachment 3, section 2.2 Quality Improvement System, subsection 2.2.9 External Quality Review Requirements). Pursuant to W&I section 14197.7(f) and the MCP contract, DHCS is authorized to impose a \$25,000 sanction per violation of L.A. Care's contractual obligation to meet and exceed MPLs for each MCAS performance measure (MCP Contract, Exhibit E, Program Terms and Conditions, section 1.1.19 Sanctions; W&I section 14197.7(e)).

Successful administration of the Medi-Cal program requires a collaborative partnership between DHCS and L.A. Care. This collaboration includes the expectation that L.A. Care meet their contractual and programmatic requirements on an ongoing basis. DHCS provides L.A. Care with regular opportunities for collaboration on strategies for improving

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<sup>1</sup> Measurement Year 2024 (MY 24) covered activities conducted from January 1, 2024, to December 31, 2024



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L.A. Care's MCAS performance measures required to meet and exceed MPLs, including engaging directly with L.A. Care on required Quality Improvement (QI) work, providing QI coaching, and providing opportunities to participate in statewide and regional quality improvement collaboratives.

On April 25, 2025, DHCS published APL 25-007 Attachment C<sup>2</sup>, which provided MCPs with an overview of the MCAS monetary sanction methodology.

On August 21, 2025, DHCS received L.A. Care's reported MCAS rates through the External Quality Review Organization (EQRO).

On October 7, 2025, DHCS sent L.A. Care the Quality Sanction Bulletin via the Quality Monitoring Inbox, which provided a detailed overview of MCAS monetary sanction methodology for MY24.

DHCS determined that L.A. Care has 6 county-level measures below the MPL across three domain(s), triggering Tier 2 or Tier 3 quality sanctions in one county(ies). See Table 2 for enforcement tier designation triggers.

On October 16, 2025, DHCS notified L.A. Care that DHCS was imposing monetary sanctions in the amount of \$42,000.00 for L.A. Care's failure to comply with its obligations set forth in the contract. See Table 3 for L.A. Care's Sanction Determination Details.

L.A. Care requested a Meet and Confer Conference with DHCS. DHCS and L.A. Care met on November 3, 2025. DHCS also considered the following information provided by L.A. Care in conjunction with the Meet and Confer Conference:

- L.A. Care did not raise issues related to MY24 MCAS sanctions.

As a result of the information provided by L.A. Care in conjunction with the Meet and Confer Conference, the final sanction amount is **\$42,000.00**, which will be paid to DHCS via ACH/Wire or check payment. Please follow the included payment instructions to effectuate payment in full to DHCS. Please indicate the name of the MCP, MY, and the reason for payment when submitting your payment to DHCS. The effective date of this sanction is November 24, 2025. Payment for the MCAS MY24 Quality Sanctions is due immediately.

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<sup>2</sup> Department of Health Care Services. Attachment C – Managed Care Accountability Set (MCAS) Monetary Sanction Methodology. APL 25-007, 2025.



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If L.A. Care does not pay within 30 business days, L.A. Care will receive a past due notice. Please provide notice of receipt and payment via email to DHCS' Quality Monitoring inbox at [QualityMonitoring@dhcs.ca.gov](mailto:QualityMonitoring@dhcs.ca.gov). Please include the account number and check number, or wire transfer number, once payment has been sent. Notice of Appeal Rights is included in the letter below.

If you have any questions, send an email to the Quality Monitoring inbox at [QualityMonitoring@dhcs.ca.gov](mailto:QualityMonitoring@dhcs.ca.gov).

Sincerely,

Original signed by

Pamela Riley, MD, MPH  
Assistant Deputy Director, Chief Health Equity Officer  
Quality and Population Health Management  
Department of Health Care Services



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ACH/Wire to:

Beneficiary Account Name: Department of Health Care Services

Bank Name: US Bank

Laurel Heights Branch

3471 California St

San Francisco, CA 94118

Routing Number: 122235821

Bank Account Number: 1-583-0005-7623

Reference: Sanction or any identifier

For Check Payment:

Payable to: Department of Health Care Services

Cash Receipts Unit

1501 Capitol Avenue MS 1101

PO Box 997415

Sacramento, CA 95899-7415

For check payment, please include the Final Notice of Monetary Sanction Letter and any backup documents that will identify the payment.



Martha Santana-Chin, Chief Executive Officer

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CC

Michelle Baass  
Director  
Department of Health Care Services

Tyler Sadwith  
State Medicaid Director  
Chief Deputy Director, Health Care Programs  
Department of Health Care Services

Lindy Harrington  
Assistant State Medicaid Director  
Department of Health Care Services

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Deputy Director, Chief Quality Officer  
Quality and Population Health Management  
Department of Health Care Services

Judith Recchio  
Deputy Director and Chief Counsel  
Department of Health Care Services

Susan Philip  
Deputy Director, Health Care Delivery Systems  
Department of Health Care Services

Bambi Cisneros  
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Health Care Delivery Systems  
Interim Chief, Managed Care Quality and Monitoring Division  
Department of Health Care Services

Michelle Retke  
Contracting Officer, Chief of Managed Care Operating Division  
Health Care Delivery Systems  
Department of Health Care Services

Sameer Amin, MD, Chief Medical Officer  
L.A. Care Health Plan  
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Los Angeles, CA 90017

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**Quality and Population Health Management**

1501 Capitol Avenue | MS 0000

P.O. Box 997413

Sacramento, CA 95899-7413

Phone (916) 449-7400 | [www.dhcs.ca.gov](http://www.dhcs.ca.gov)

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California Health and Human Services Agency

Martha Santana-Chin, Chief Executive Officer

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Kimberly Ko, Manager, Regulatory Affairs

L.A. Care Health Plan

1200 West 7th Street

Los Angeles, CA 90017

Evan Kraskin, Compliance Advisor III, Regulatory Affairs

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1200 West 7th Street

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Alexander Li, M.D., Chief Health Equity Officer

L.A. Care Health Plan

1200 West 7th Street

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Afzal Shah, Chief Financial Officer

L.A. Care Health Plan

1200 West 7th Street

Los Angeles, CA 90017



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**NOTICE OF APPEAL RIGHTS**

L.A. Care has the right to request a hearing in connection with any sanctions within fifteen (15) working days after the notice of the effective date of sanctions has been given. DHCS will stay the imposition of sanctions upon receipt of the request for a hearing until the effective date of a final decision from the Office of Administrative Hearings and Appeals (OAHA). L.A. Care may request a hearing by sending a letter so stating to the Office of Administrative Hearings and Appeals at the address below:

Chief Administrative Law Judge  
Office of Administrative Hearings and Appeals  
Department of Health Care Services  
3831 N. Freeway Blvd., Suite 200  
Sacramento, CA 95834

A copy of the hearing request must also be sent to:

Angelico Razon  
Quality and Health Equity Measurement Monitoring Section Chief  
Quality and Population Health Management  
Department of Health Care Services  
MS 0020  
P.O. Box 997413  
Sacramento CA 95899-7413

Judith Recchio  
Deputy Director and Chief Counsel  
Office of Legal Services  
Department of Health Care Services  
MS 0010  
P.O. Box 997413  
Sacramento CA 95899-74



**Enclosure****TABLE 1: DOMAIN, MEASURE, & ACRONYM**

<b>Domain</b>	<b>Measure</b>	<b>Acronym</b>
<b>Behavioral Health (BH)</b>	Follow-Up After ED Visit for Mental Illness—30 days	FUM
	Follow-Up After ED Visit for Substance Use—30 days	FUA
<b>Children's Health (CH)</b>	Child and Adolescent Well-Care Visits	WCV
	Childhood Immunization Status: Combination 10	CIS-10
	Developmental Screening in the First Three Years of Life	DEV
	Immunizations for Adolescents: Combination 2	IMA-2
	Lead Screening in Children	LSC
	Topical Fluoride for Children	TFL-CH
	Well-Child Visits in the First 30 Months of Life – 0 to 15 Months – Six or More Visits	W30-6+
	Well-Child Visits in the First 30 Months of Life – 15 to 30 Months – Two or More Visits	W30-2+
<b>Reproductive Health and Cancer Prevention (RC)</b>	Chlamydia Screening in Women	CHL
	Prenatal and Postpartum Care: Postpartum Care	PPC-Pst
	Prenatal and Postpartum Care: Timeliness of Prenatal Care	PPC-Pre
	Breast Cancer Screening	BCS-E
	Cervical Cancer Screening	CCS
<b>Chronic Disease Management (CD)</b>	Asthma Medication Ratio	AMR
	Controlling High Blood Pressure	CBP
	Glycemic Status Assessment for Patients with Diabetes (>9%)*	GSD

\*A lower rate is better for this measure.





**TABLE 2: QUALITY ENFORCEMENT TIER DESIGNATION TRIGGERS**

<b>Enforcement Tiers</b>	<b>Tier 1</b>	<b>Tier 2</b>	<b>Tier 3</b>
<b>Triggers</b>	One (1) measure below the MPL in any one (1) domain	Two (2) or more measures below the MPL in any one (1) domain	Three (3) or more measures below the MPL in two (2) or more domains
<b>Enforcement Action</b>	Not subject to monetary sanction	Subject to monetary sanction	Subject to monetary sanction



**TABLE 3: L.A. CARE MY24 MCAS QUALITY SANCTION DETERMINATION DETAILS**

County	Measure	MCP Rate	MPL	Severity Factor	Trending Factor	Population Impacted	HPI Reduction Factor	Sanction per Measure Per County
Los Angeles	AMR	60.47%	66.24%	1.2	1.2	5738	30%	\$5,783.90
Los Angeles	CIS-10	27.25%	27.49%	1	1.2	18850	30%	\$15,834.00
Los Angeles	FUA	34.65%	36.18%	1.1	0.6	8896	30%	\$4,109.95
Los Angeles	FUM	46.55%	53.82%	1.4	0.2	7009	30%	\$1,373.76
Los Angeles	W30-2	66.27%	69.43%	1.2	0.8	8921	30%	\$5,994.91
Los Angeles	W30-6	44.76%	60.38%	1.6	1.2	6415	30%	\$8,621.76

**TABLE 4: QUALITY RATING REGIONS**

Quality Rating Region	Counties
Central California	Mariposa, Merced, Monterey, Santa Cruz
Central Coast	San Luis Obispo, Santa Barbara
Inland Empire	Riverside, San Bernardino
North Bay	Marin, Napa, Solano, Sonoma, Yolo
Rural Central	Alpine, El Dorado
Rural North	Del Norte, Humboldt, Lake, Lassen, Mendocino, Modoc, Shasta, Siskiyou, Trinity
Rural South	Amador, Calaveras, Inyo, Mono, Tuolumne
Rural Upper Central	Butte, Colusa, Glenn, Nevada, Placer, Plumas, Sierra, Sutter, Tehama, Yuba
San Joaquin Valley	San Joaquin, Stanislaus
Tri County	Fresno, Kings, Madera
Alameda	Alameda
Contra Costa	Contra Costa

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Imperial	Imperial
Kern	Kern
Los Angeles	Los Angeles
Orange	Orange
Sacramento	Sacramento
San Benito	San Benito
San Diego	San Diego
San Francisco	San Francisco
San Mateo	San Mateo
Santa Clara	Santa Clara
Tulare	Tulare
Ventura	Ventura

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