

Michelle Baass | Director

December 19, 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 Sacramento Program of All-Inclusive Care for the Elderly (PACE) based upon a complaint DHCS received on May 8, 2025. The complaint alleged the following regarding [REDACTED]

- The PO threatened disenrollment of the PACE participant after the DPOA consulted an independent physician for a second opinion and paid privately by the DPOA.

DHCS is in receipt of InnovAge Sacramento PACE's response emails and documents throughout the investigation. After reviewing the relevant facts, documents, and responses, DHCS is unable to substantiate the concern raised by the complainant.

DHCS reserves the right to conduct announced or unannounced visits with InnovAge Sacramento 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
PACE Monitoring and Oversight Section
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

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