

June 9, 2025

VIA EMAIL ONLY

Melinda Wilds,
Interim Executive Director
WelbeHealth Sierra PACE
582 E. Harding Way
Stockton, CA 95204

RE: PACE program complaints

Dear Melinda Wilds:

The Department of Health Care Services (DHCS) investigated WelbeHealth Sierra Program of All-Inclusive Care for the Elderly (PACE) based upon a complaint DHCS received on November 13, 2024. The complaint alleged issues with the following items regarding participant [REDACTED]:

- Delays in care--staff failed to follow-up and seek care for participant.
- Negligent and inattentive to participant's condition and incident.

DHCS' investigation included communication with the affected participant's representative(s), medical records, specifically focusing on the areas of concern noted by the complainants.

As a result of this investigation, DHCS has identified PACE programmatic deficiencies which have been noted on the enclosed Corrective Action Plan (CAP). These deficiencies require prompt remediation by WelbeHealth Sierra 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.

Melinda Wilds

Page 2

June 9, 2025

If you have any questions or concerns, please contact Joan Morano, 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

Andrew Lausmann, Chief
PACE Policy Unit
Integrated Systems of Care Division
Department of Health Care Services

La Donna Christensen, Contract Manager
PACE Contracts Management and Processing Unit
Integrated Systems of Care Division
Department of Health Care Services

SIERRA PACE

Corrective Action Plan (CAP)

Program Assurance	Findings	Provider's Plan of Correction
42 CFR § 460.98 Service delivery. (a) Access to services. A PACE organization is responsible for providing care that meets the needs of each participant across all care settings, 24 hours a day, every day of the year, and must establish and implement a written plan to ensure that care is appropriately furnished.	1). PACE Organization (PO) failed to provide care to the participant after presenting a health complaint while at the center.	

Program Assurance	Findings	Provider's Plan of Correction
42 CFR § 460.98 Service delivery. (c)(2) (c) <i>Timeframes for arranging and providing services -</i> (2) <i>All other services.</i> The PACE organization must arrange or schedule the delivery of interdisciplinary team approved services, other than medications, as identified in paragraph (c)(2)(i) of this section, as expeditiously as the participant's health condition requires, but no later than 7 calendar days after the date the interdisciplinary team or member of the interdisciplinary team first approves the service, except as identified in paragraph (c)(3) of this section.	2). PO failed to arrange and expeditiously schedule an approved service that the participant's condition required.	

Program Assurance	Findings	Provider's Plan of Correction
42 CFR § 460.102 Interdisciplinary team. (d)(2)(ii)(b) (d) <i>Responsibilities of interdisciplinary team.</i> (2) Each team member is responsible for the following: (ii) Remaining alert to pertinent input from any individual with direct knowledge of or contact with the participant, including the following: (B) Participants.	3). Interdisciplinary Team (IDT) failed to remain alert to the health complaint presented by the participant while at the center.	

Program Assurance	Findings	Provider's Plan of Correction
42 CFR § 460.102 Interdisciplinary team. (d)(1)(ii)(C) (d) <i>Responsibilities of interdisciplinary team.</i> (1) The interdisciplinary team is responsible for the following for each participant: (ii) <i>Coordination of care.</i> Coordination and implementation of 24-hour care delivery that meets participant needs across all care settings, including but not limited to the following: (C) Ensuring care is implemented as it was ordered, approved, or authorized by the IDT.	4). IDT failed to coordinate the hospital's recommended service that the participant's condition required.	

August 8, 2025

VIA EMAIL ONLY

Melinda Wilds,
Interim Executive Director
WelbeHealth Sierra PACE
582 E. Harding Way
Stockton, CA 95204

Dear Melinda Wilds:

The Department of Health Care Services (DHCS) concluded its review of the Corrective Action Plan (CAP) submitted by WelbeHealth Sierra PACE on July 29, 2025. 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 WelbeHealth Sierra PACE to be used 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 Joan Morano, Nurse Evaluator, via PACECompliance@dhcs.ca.gov.

Sincerely,

ELECTRONICALLY SIGNED BY

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

Enclosure: CAP Grid

cc: See Next Page

Melinda Wilds
Page 2
August 8, 2025

cc:

Kevin Phomthevy, Chief
PACE Monitoring and Oversight Unit
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