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D.5.

ACCEPT report from Information Technology

Bhumil Shah, Chief Information Officer
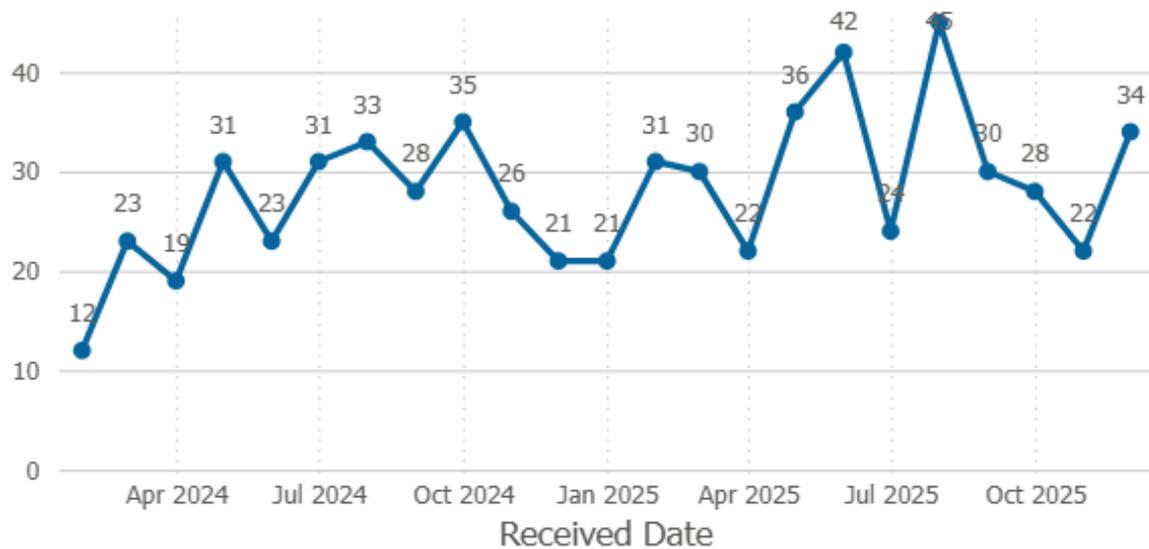
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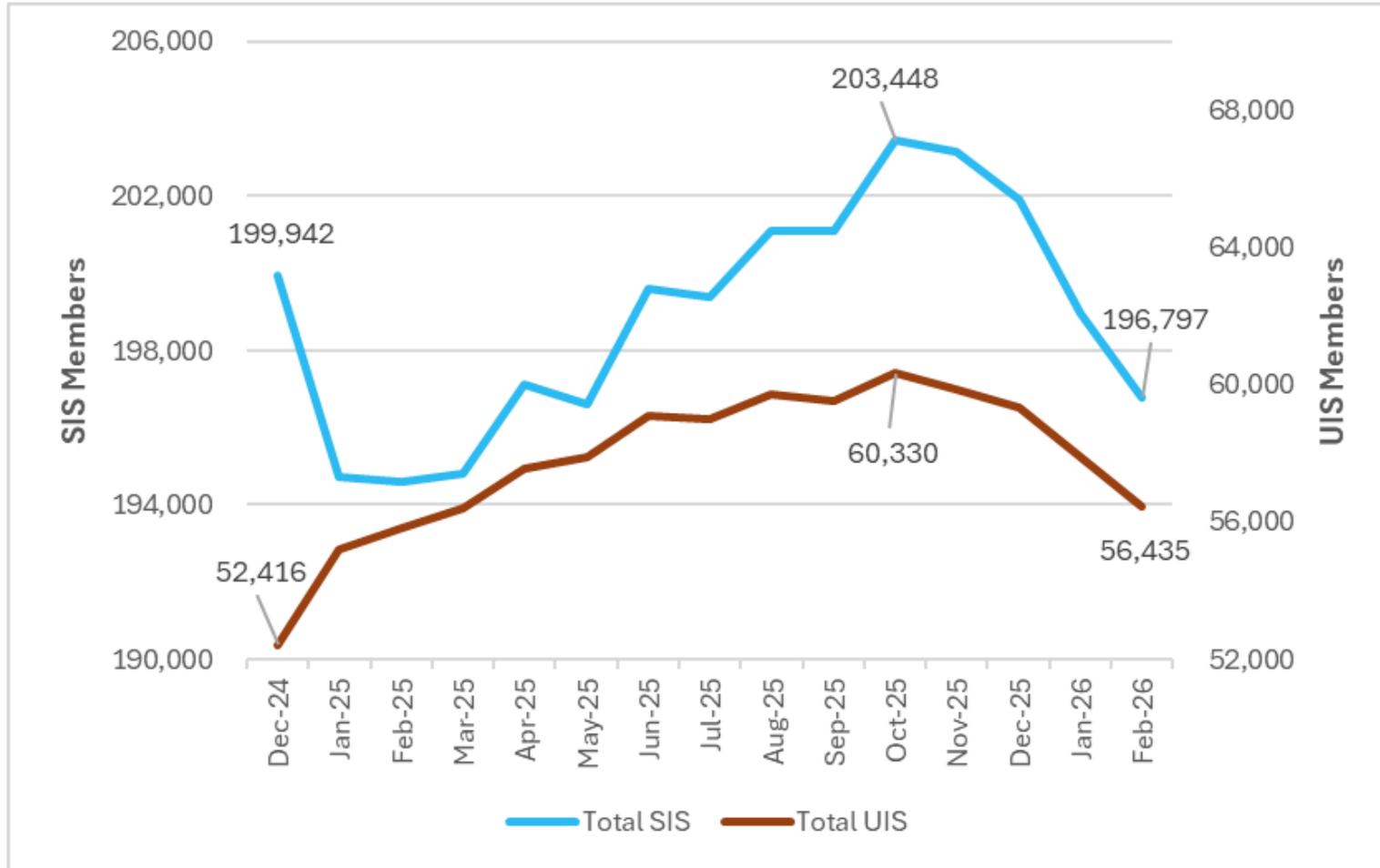
Notes
- Total membership peaks in Oct 2025; 203k SIS members, 60k UIS members

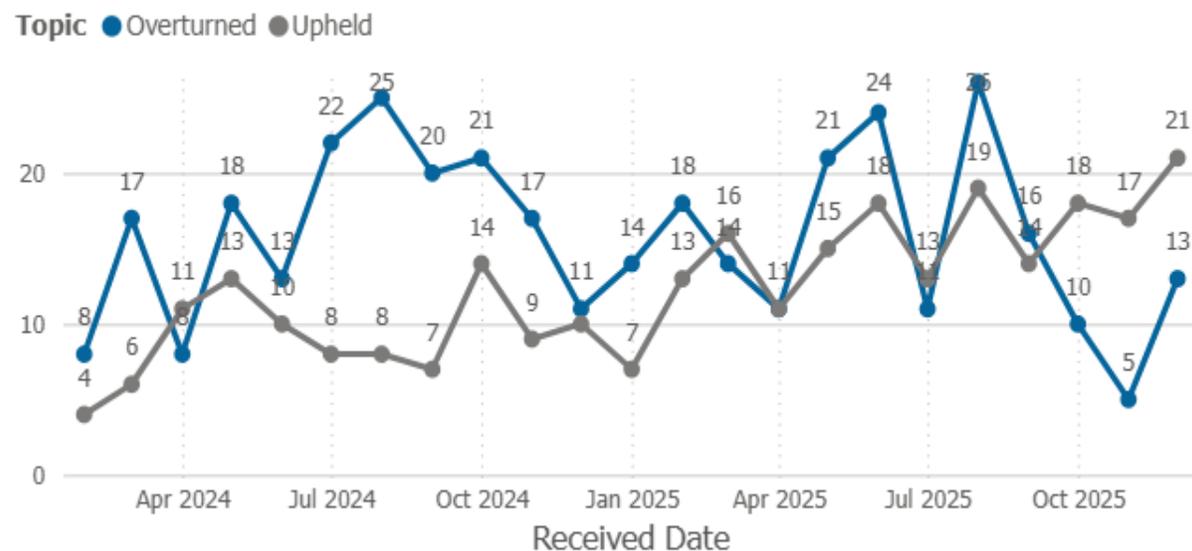- Since Oct 2025, total membership has decreased 10,500 members, or 5% (3,900 UIS and 6,700 SIS)

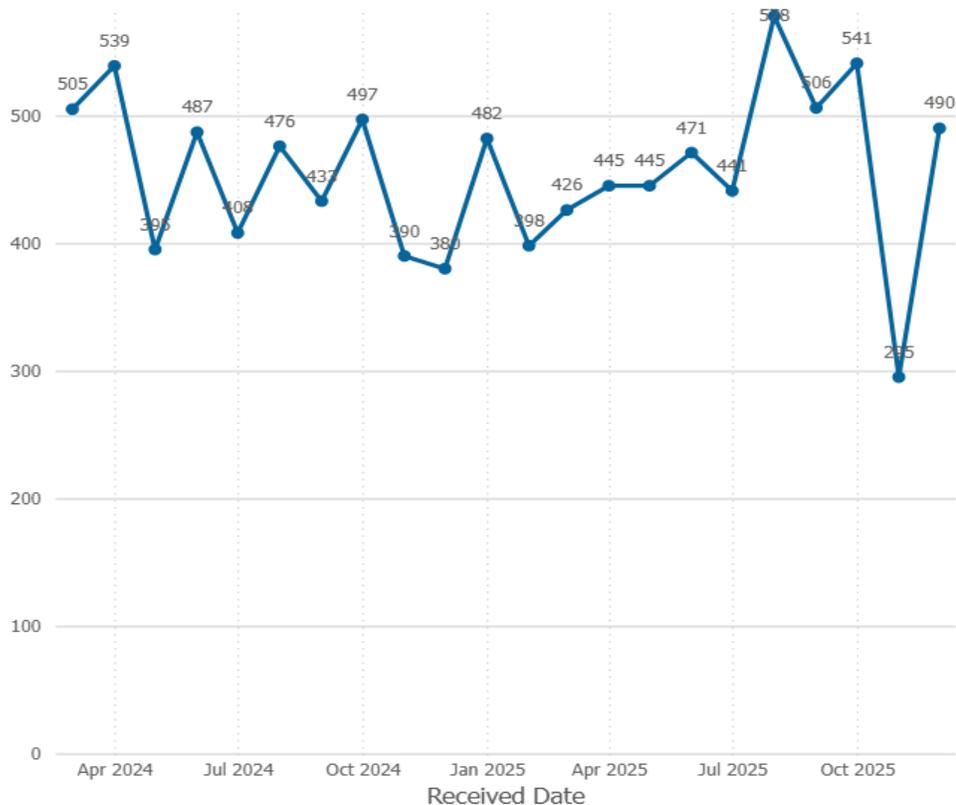Source: CCHP Membership Counts for Each Month by Category of Aid (TAP5602) as of 02/6/2026

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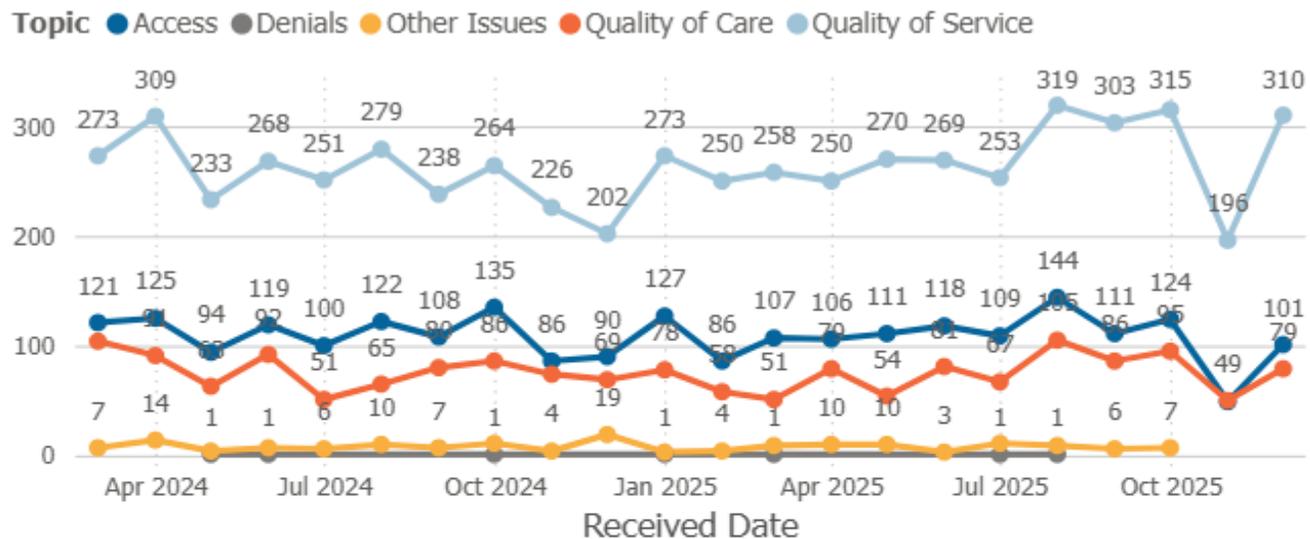cchealth.org

Total Appeals

Appeals by Outcome

Topic ● Overturned ● Upheld

Source: CCHP Appeals and Grievances Dashboard (Power BI) as of 02/13/2026

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Total Grievances

Grievances by Issue Type

Topic ● Access ● Denials ● Other Issues ● Quality of Care ● Quality of Service

Access examples: physical access, provider availability, language access
Quality of Care examples: inappropriate care, provider grievances
Quality of Service examples: case management, provider/staff attitude, member materials
Other Issues examples: Referrals, billing, appeal timeliness

CCHP: 1.9 grievances per 100K member
California Medi-cal average: 3.1 grievances per 100K member

Source: CCHP Appeals and Grievances Dashboard(Power BI) as of 6/30/2025

Member Services Call Center – AI Sentiment Analysis
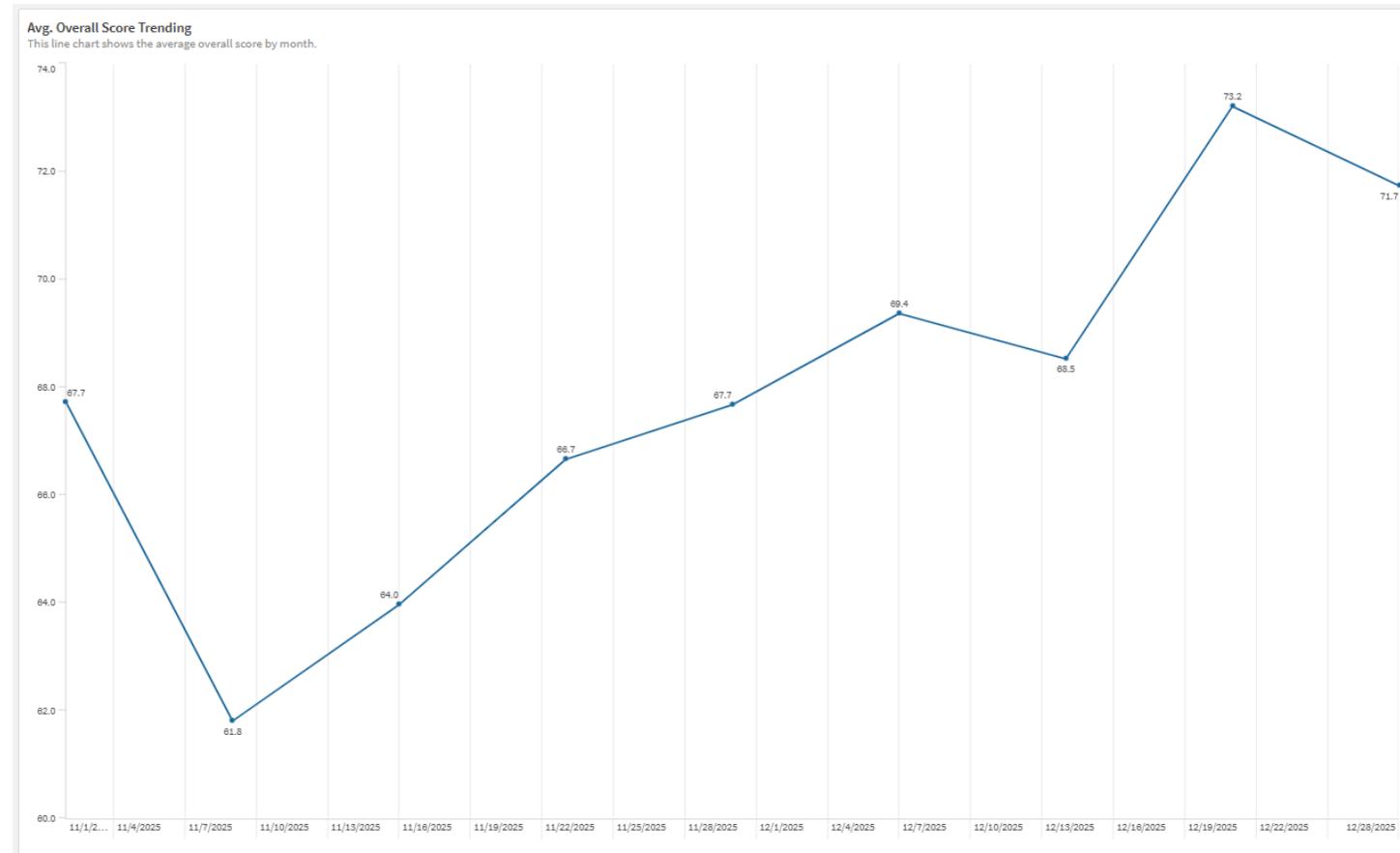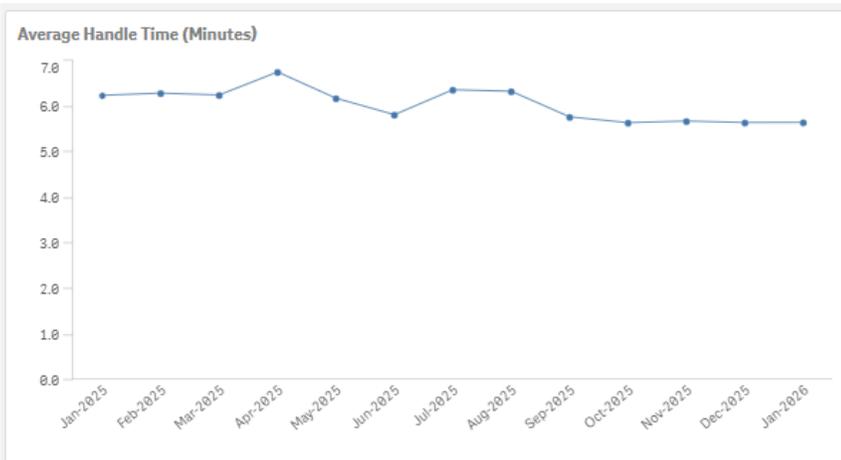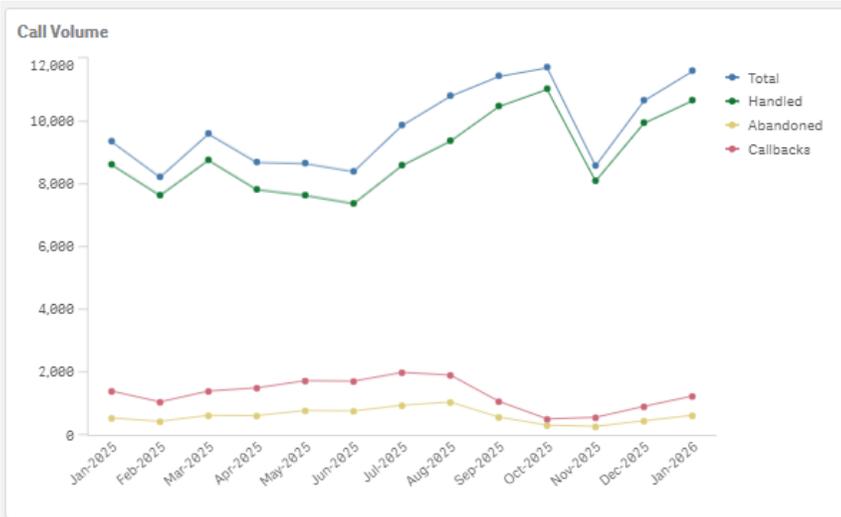
Source: Call Center Dashboard (Qlik) as of 02/13/2026

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Key In Progress IT Projects
- New Line of Business: D-SNP
- Regulatory: CMS Interoperability
- Regulatory: DMHC Financial Audit

Key Upcoming IT Projects
- Policy Management System
- Medi-cal Enrollment Redesign