To: Joint Conference Committee (JCC) Members

From: Bhumil Shah, Chief Information Officer
Date: February 13, 2025

Report Title: Information Technology Report

RECOMMENDATIONS

ACCEPT report from Information Technology

BACKGROUND

Purpose

To provide the Joint Conference Committee with a high-level overview of activities within the IT Department, progress, priorities, and challenges.

Department Description

IT Department supports all CCHP's technology needs – from infrastructure and software systems to analytics, artificial intelligence, information security, and technology procurement.

1. Key Accomplishments and Highlights

- We successfully went live on January 1, 2026, with IT systems for DSNP. This includes systems for Case Management, Pharmacy Benefits, Utilization Management, Member Communication, etc. There were relatively small number of issues identified post-go-live and 19 of the 24 issues identified have been addressed. Project team continues to work on the remaining issues and other outstanding project requirements like CMS reporting.
- IT organized a workshop with 30+ key CCHP staff to effectively understand and present data

2. Current Priorities and In-Progress Work

- For better tracking of policies and to meet compliance requirements, IT is working on projects for implementation of systems for Policy Management, Incident Tracking and mandatory staff training.
- Analytics team is actively working on datasets that will be needed for the upcoming DMHC Financial audit in April. An internal "mock" audit was conducted and lessons learned are being incorporated

3. Challenges
CCHP's Pharmacy Benefits Manager (PBM) is being discontinued by its parent company. As soon as more details are available, a system implementation plan will need to be developed to ensure members have no disruption in their pharmacy benefits.

4. Looking Ahead
IT and Operational teams are scheduled to meet on March 3 and 4 to formally close the DSNP project, transition to ongoing maintenance, perform a lesson learnt exercise and start development of a prioritized list of CCHP's IT needs given that the large DSNP project will be behind us.

CONSEQUENCE OF NEGATIVE ACTION
If this action is not accepted, it could lead to noncompliance under the federal and state regulations.