To: Joint Conference Committee (JCC) Members

From: Bhumil Shah, CIO, CCHP IT (Information Technology)
Date: June 6, 2025

Subject: CCHP Executive Dashboard Update

Purpose

To provide the Joint Conference Committee with a high-level overview of activities since last meeting on development of the CCHP Executive Dashboard.

Department Description

IT Department manages the system and databases used by CCHP that will be used to develop the Executive Dashboard using data visualization tools like PowerBI and Qlik Sense.

Key Accomplishments and Highlights

We have taken important steps to establish a strong foundation for the CCHP Executive Dashboard. These steps include:
- We reached out to other Local Health Plans of California (LHPC) plans to get a list of metrics they are tracking and reporting
- We identified a list of metrics that we need to track for regulatory compliance needs.
- We identified metrics that DHCS/DMHC is tracking for Managed Care Plan (MCP) performance reporting
- We used all of this information to compile a single and comprehensive list of metrics for the Executive dashboard.
- We presented the list to CCHP Directors at a Director's meeting.

While the dashboard is still in development, we want to ensure that the JCC continues to have access to key metrics that reflect CCHP's performance in critical areas. This includes:
- Membership
- Appeals: Volume, Topic, Benefit Type, Outcome
- Grievances: Volume, Issue Type
- Claims: Volume, Percent Auto Adjudicated

Current Priorities and In-Progress Work

- We have requested CCHP Directors to identify 2-3 key performance indicators (KPIs) that will best represent the overall health of their teams

Looking Ahead

In the next quarter, we will start developing an Executive dashboard that will display these metrics. The metrics will be used to track performance and drive improvements.