



# CONTRA COSTA COUNTY

## AGENDA

### Community Advisory Committee (CAC)

---

Thursday, June 11, 2026

4:00 PM

595 Center Ave, Martinez |  
<https://cchealth.zoom.us/j/92841711543> |  
Meeting ID: 928 4171 1543

---

1. Call to Order; Roll Call
2. Public Comment
3. Discussion Items
- D.1. Access to Appointments from Jagjit Gosal, Health Services system Coordinator [26-2559](#)  
**Attachments:** [Access to Appointments](#)
- D.2. MyChart – Member Portal from Brandon Engelbert, Director of Member Services [26-2560](#)  
**Attachments:** [MyChart - Member Portal](#)
- D.3. Member Rights from Jill Perez, Director of Appeals and Grievances [26-2561](#)  
**Attachments:** [Member Rights](#)
- D.4. Annual Medi-Cal Renewal, [26-2562](#)  
**Attachments:** [Annual Medi-Cal Renewal](#)

The next meeting is currently scheduled for September 10, 2026

5. Adjournment

The Committee will provide reasonable accommodations for persons with disabilities planning to attend the Committee meetings. Contact the staff person listed below at least 72 hours before the meeting. Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Committee less than 96 hours prior to that meeting are available for public inspection at \_\_\_\_\_, during normal business hours. Staff reports related to items on the agenda are also accessible online at [www.contracosta.ca.gov](http://www.contracosta.ca.gov). If the Zoom connection malfunctions for any reason, the meeting may be paused while a fix is attempted. If the connection is not reestablished, the committee will continue the meeting in person without remote access. Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact: Ian at [CCHP-CAC@cchealth.org](mailto:CCHP-CAC@cchealth.org)



# CONTRA COSTA COUNTY

1025 ESCOBAR STREET  
MARTINEZ, CA 94553

## Staff Report

---

**File #:** 26-2559

**Agenda Date:** 6/11/2026

**Agenda #:** D.1.

---



595 Center Ave | Martinez CA 94553 | 1-800-211-8040 | cchealth.org

**To:** Contra Costa Health Plan Community Advisory Committee (CAC) Members

**From:** Jagjit Gosal, Clerical Supervisor of Central Appointment Unit

**Date:** June 11, 2026

**Subject:** Access to Appointment

### **BACKGROUND**

Contra Costa Health Plan (CCHP) is required to gather Medi-Cal member feedback through the CAC on several topics mandated by the California Department of Health Care Services (DHCS) .

**Access to Appointments** is a required area of review to ensure CCHP services are accessible, culturally competent, and meeting the needs of our members. The purpose of this item is to inform the Committee about appointments and solicit member feedback on this topic.

### **SUMMARY / DISCUSSION**

#### **Presentation Overview:**

Access to Appointments – A guide on how to schedule appointments primary care providers and specialty appointments at Contra Costa Regional Medical Center & Health Centers.

#### **What is the Appointment Unit?**

- We are a team of about 45 employees, answering nearly 30,000 calls each month.
- We help new and current patients schedule appointments with primary care and specialist providers.
- We also staff the financial counseling unit, helping patients with payment plans and insurance questions.
- We also update provider schedules to improve access and make it easier for patients to get the care they need.

#### **What are the appointment types?**

When patients call the Appointment Unit, they are usually looking to see a primary care provider or a specialist. Our clerks help figure out which type of care the patient needs, whether it's primary care or specialty care, and guide them to the right appointment.

- Primary Care appointments consist of Establish care visits, Return Patient appointments and short-notice appointments, which are sick visits within three days.

- Specialty Care appointments consist of Newly referred patient visits, or rescheduling of any return-patient appointments.

We also schedule lab appointments for the smaller centers like Concord, Antioch, and Brentwood

### **What appointment modes are available?**

In-person or Virtual are available to our patients.

Most providers offer a virtual visit option for patients they've seen before. Short-notice appts also include a virtual choice. When available, we ask patients which format they prefer.

### **How to book Appointments**

1. Monday – Friday 7am – 6pm Call 1 (800) 495-8885 to reach our call center.
2. MyChart

To improve patient experience and reduce call wait times, we encourage patients to sign up for MyChart. Through MyChart, patients can schedule appointments from a referral, book directly with their primary care provider, or find a short-notice appointment

**Requested Feedback:** Request members' feedback regarding access to appointments

### **RECOMMENDATION & NEXT STEPS**

This is an informational item only; no formal action or vote is requested.

The presenter will collect CAC member comments during the meeting and incorporate feedback into program or policy development, as applicable. All feedback will be recorded in the meeting minutes to maintain a public record of advisory input.



# CONTRA COSTA COUNTY

1025 ESCOBAR STREET  
MARTINEZ, CA 94553

## Staff Report

---

**File #:** 26-2560

**Agenda Date:** 6/11/2026

**Agenda #:** D.2.

---

CONTRA COSTA  
**HEALTH**



[cchealth.org](http://cchealth.org)

# MyChart

Helping Members Stay  
Connected to their Care

Brandon Engelbert,  
Director of Member Services

# MyChart: Helping Members Stay Connected to their Care

MyChart is CCHP's online member tool.

Members can use MyChart to:

- Review health information
- Schedule appointments
- Review or change PCPs
- View ID cards
- Complete surveys
- Stay connected with care teams

MyChart is available by phone, tablet, or computer.



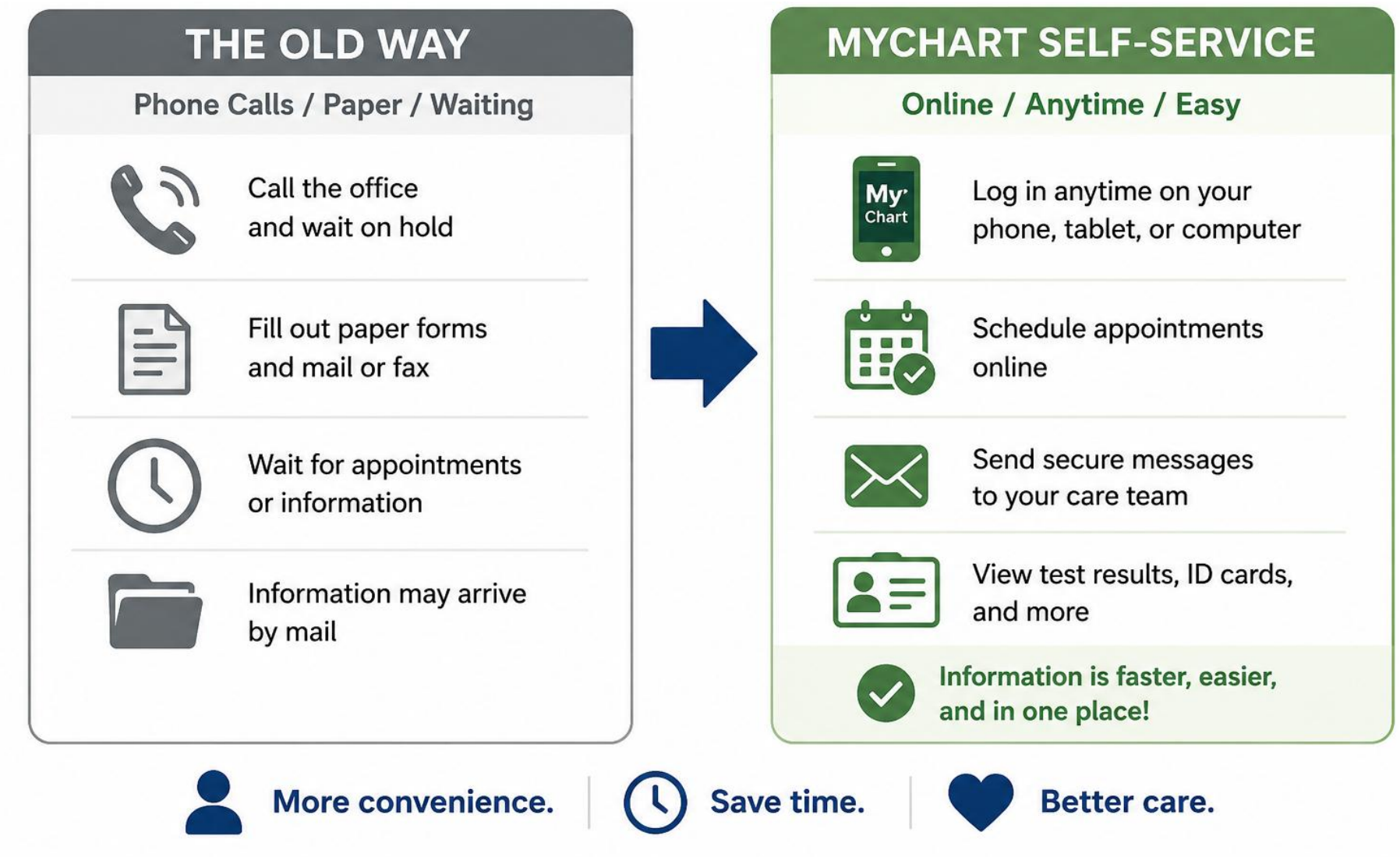
# Why MyChart Matters?

MyChart helps members get information faster.

Members may be able to:

- ✓ Find information anytime
- ✓ Reduce phone calls
- ✓ Complete tasks online
- ✓ Stay connected to care teams
- ✓ Access care information in one place

MyChart supports members between visits.



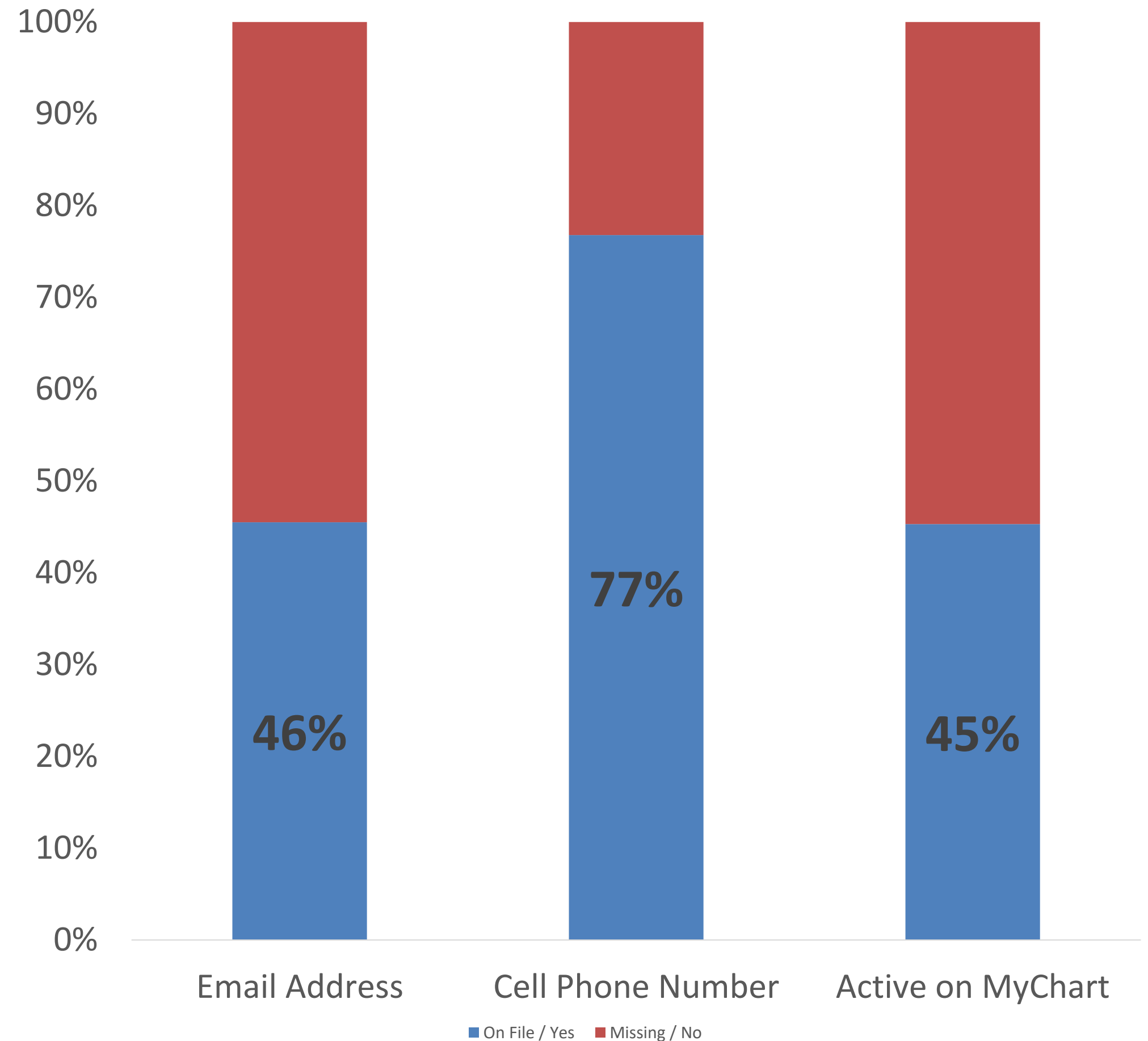
# Our Current Digital Snapshot

CCHP Medi-Cal members:

- Email on file: 45.5%
- Cell phone on file: 76.8%
- Active MyChart users: 45.3%

Almost half of members already use MyChart.

There is room to grow.



# Good Contact Information Helps Members

Email addresses and cell phone numbers help CCHP:

- Help members stay informed
- Send reminders
- Share plan information
- Connect members to services

Keeping information updated helps members stay connected.



# MyChart Today and Tomorrow

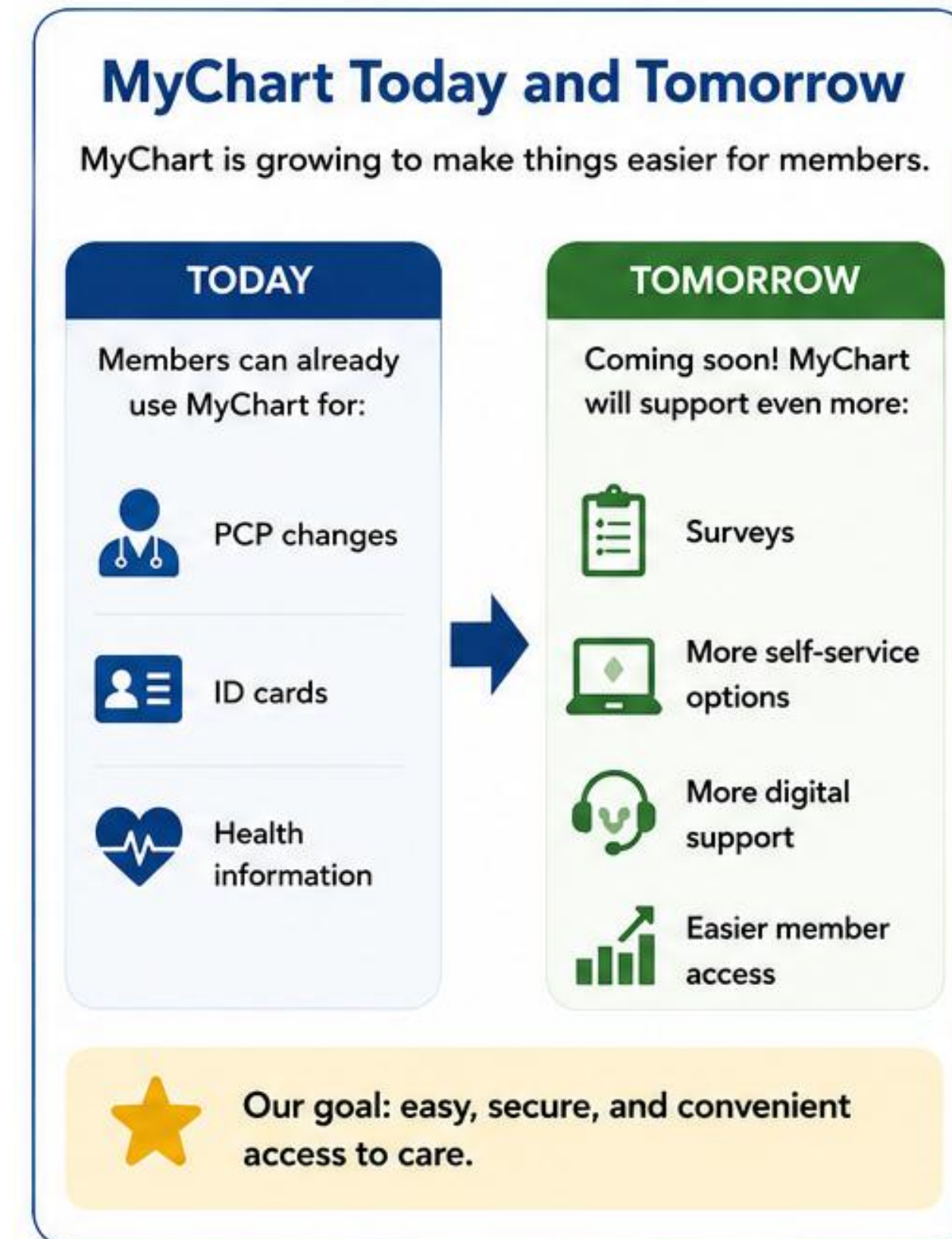
Members already use MyChart for:

## TODAY

- PCP changes
- ID cards
- Health information

## FUTURE

- Surveys
- More self-service
- More digital support
- Easier member access



# We Want Your Feedback

What would help members use MyChart more?


Discussion:

- What makes MyChart useful?
- What barriers exist?
- What services should be available online?
- How can CCHP help members use digital tools?

Your feedback helps improve member experience.

**We Want Your Feedback**  
Your ideas help us improve MyChart for members.

- 1 What makes MyChart useful?
- 2 What barriers exist?
- 3 What services should be available online?
- 4 How can CCHP help members use digital tools?

 Your feedback helps improve the member experience.

# Questions?



# CONTRA COSTA COUNTY

1025 ESCOBAR STREET  
MARTINEZ, CA 94553

## Staff Report

---

**File #:** 26-2561

**Agenda Date:** 6/11/2026

**Agenda #:** D.3.

---



595 Center Ave | Martinez CA 94553 | 1-800-211-8040 | cchealth.org

**To:** Contra Costa Health Plan Community Advisory Committee (CAC) Members

**From:** Jill Perez, CCHP Director of Appeals and Grievances

**Date:** June 11, 2026

**Subject:** Member Rights – Appeals & Grievances

### **BACKGROUND**

Contra Costa Health Plan (CCHP) is required to gather Medi-Cal member feedback through the CAC on several topics mandated by the California Department of Health Care Services (DHCS) .

Member Rights – Appeals & Grievances is a required area of review to ensure CCHP services are accessible, culturally competent, and meeting the needs of our members. The purpose of this item is to inform the Committee about appeals & grievances and solicit member feedback on this topic.

### **SUMMARY / DISCUSSION**

#### **Presentation Overview:**

This presentation will guide the community through the essential topics of member appeals and grievances within Contra Costa Health Plan (CCHP). Participants will learn what grievances and appeals are, why they matter, and how they help improve the quality of care. The session explains the difference between filing a complaint about services received and requesting a review when a service has been denied, emphasizing the rights and protections every member has throughout the process.

Attendees will also gain insight into why filing a grievance is important—not just for resolving individual concerns, but for strengthening the health plan’s overall service delivery. Finally, the session provides clear, step-by-step guidance on how to file a grievance or appeal, including available phone, online, mail, and fax options, ensuring that every member knows exactly how to advocate for their health needs.

#### **Requested Feedback:**

The presentation invites members to reflect on their own experiences, including how they’ve been informed of their rights, what information they value in decisions, and what could make the process easier.



**RECOMMENDATION & NEXT STEPS**

This is an informational item only; no formal action or vote is requested.

The presenter will collect CAC member comments during the meeting and incorporate feedback into program or policy development, as applicable. All feedback will be recorded in the meeting minutes to maintain a public record of advisory input.



# CONTRA COSTA COUNTY

1025 ESCOBAR STREET  
MARTINEZ, CA 94553

## Staff Report

---

**File #:** 26-2562

**Agenda Date:** 6/11/2026

**Agenda #:** D.4.

---



595 Center Ave | Martinez CA 94553 | 1-800-211-8040 | cchealth.org

**To:** Contra Costa Health Plan Community Advisory Committee (CAC) Members

**From:** Cynthia Laird and Belkys Teutle, Managers of Member Services Department

**Date:** June 11, 2026

**Subject:** Annual Medi-Cal Renewal

### **BACKGROUND**

Contra Costa Health Plan (CCHP) is required to gather Medi-Cal member feedback through the CAC on several topics mandated by the California Department of Health Care Services (DHCS).

**Annual Medi-Cal Renewal** is a required area of review to ensure CCHP services are accessible, culturally competent, and meeting the needs of our members. The purpose of this item is to inform the Committee of the importance of renewing every year, staying covered staying healthy and soliciting members' feedback on this topic.

### **SUMMARY / DISCUSSION**

#### **Presentation Overview: Medi-Cal Renewal Packet Awareness and Assistance**

Each year, Medi-Cal members are required to complete a renewal packet to maintain their health coverage eligibility. Members should look for the renewal packet in the mail, complete and submit it before the due date, and ensure that their contact information is current to avoid delays or missed communications.

Failure to submit the renewal packet by the deadline may result in a loss of Medi-Cal coverage. As a result, it is important to assess whether members understand the renewal requirements and identify any barriers they may face in completing the process.

**Requested Feedback:** CAC members are asked to provide feedback regarding:

- Based on member experience or the experience of someone they know, how difficult is the renewal packet to complete?
- Would you or someone you know benefit from CCHP staff assistance in completing the renewal packet?
- Which location in Contra Costa County is most likely to need assistance completing the renewal packet?



**RECOMMENDATION & NEXT STEPS**

This is an informational item only; no formal action or vote is requested.

The presenter will collect CAC member comments during the meeting and incorporate feedback into program or policy development, as applicable. All feedback will be recorded in the meeting minutes to maintain a public record of advisory input.