



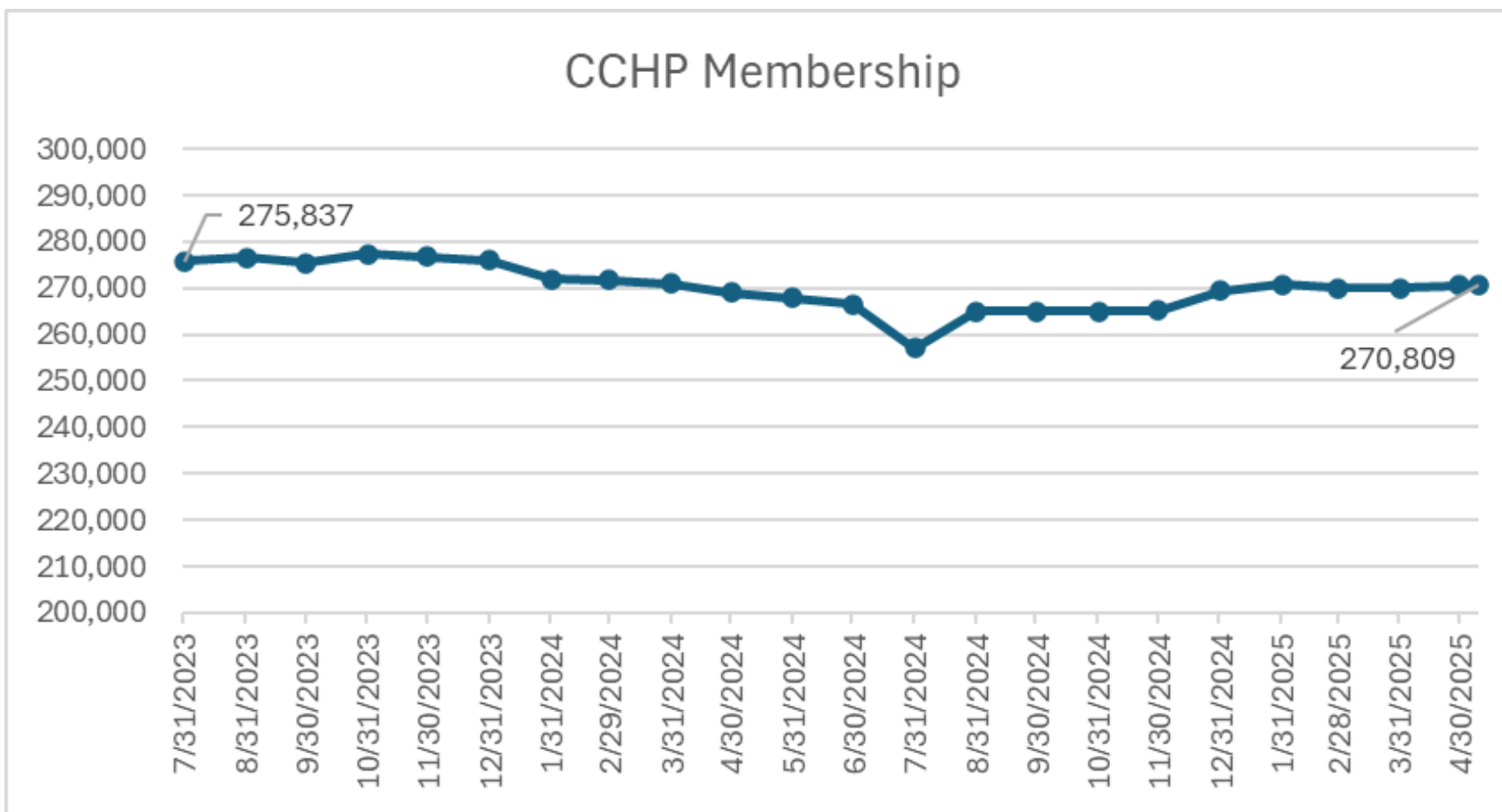
cchealth.org

9.0

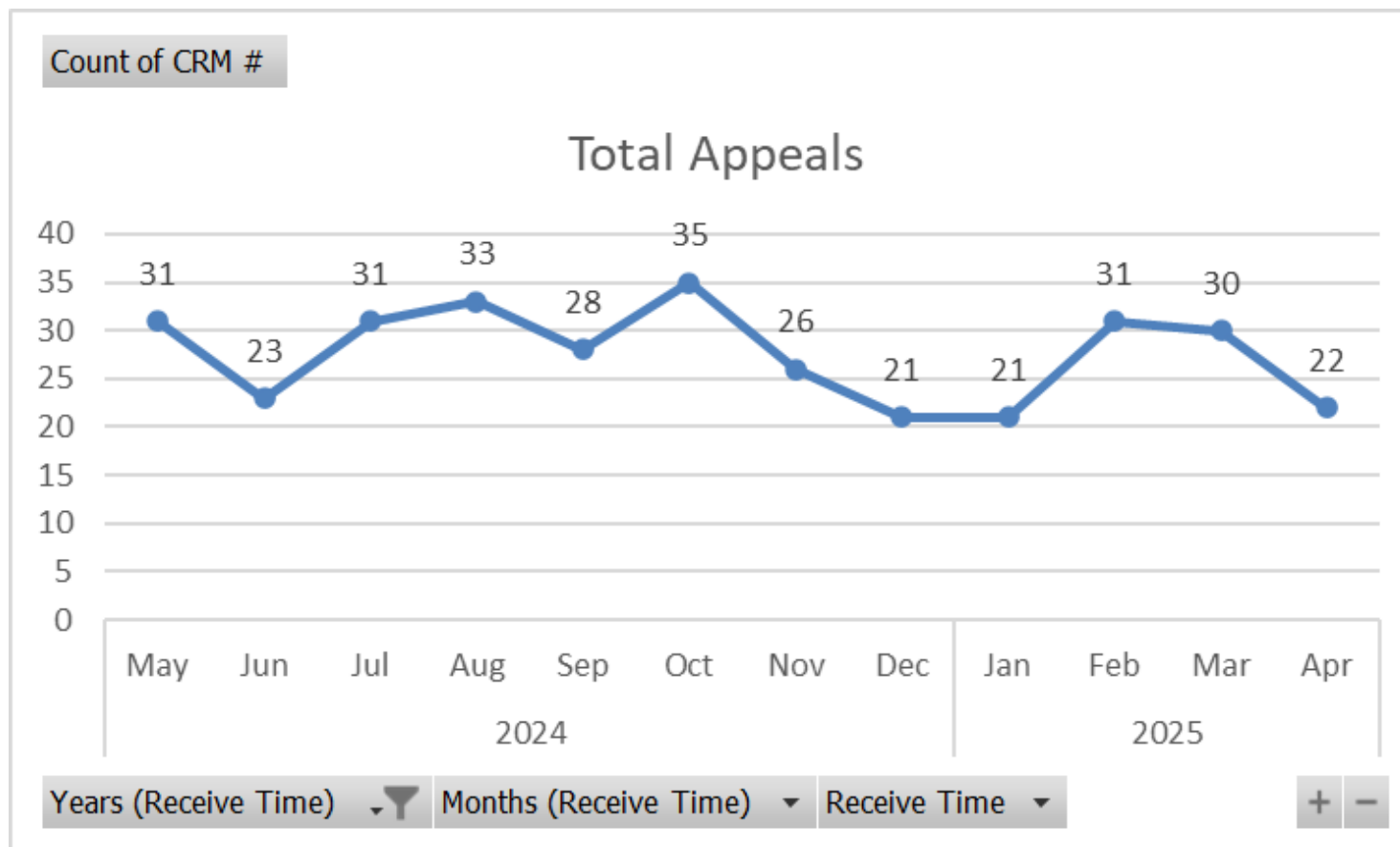
Executive Dashboard

Presented by:

Bhumil Shah, Chief Digital Officer



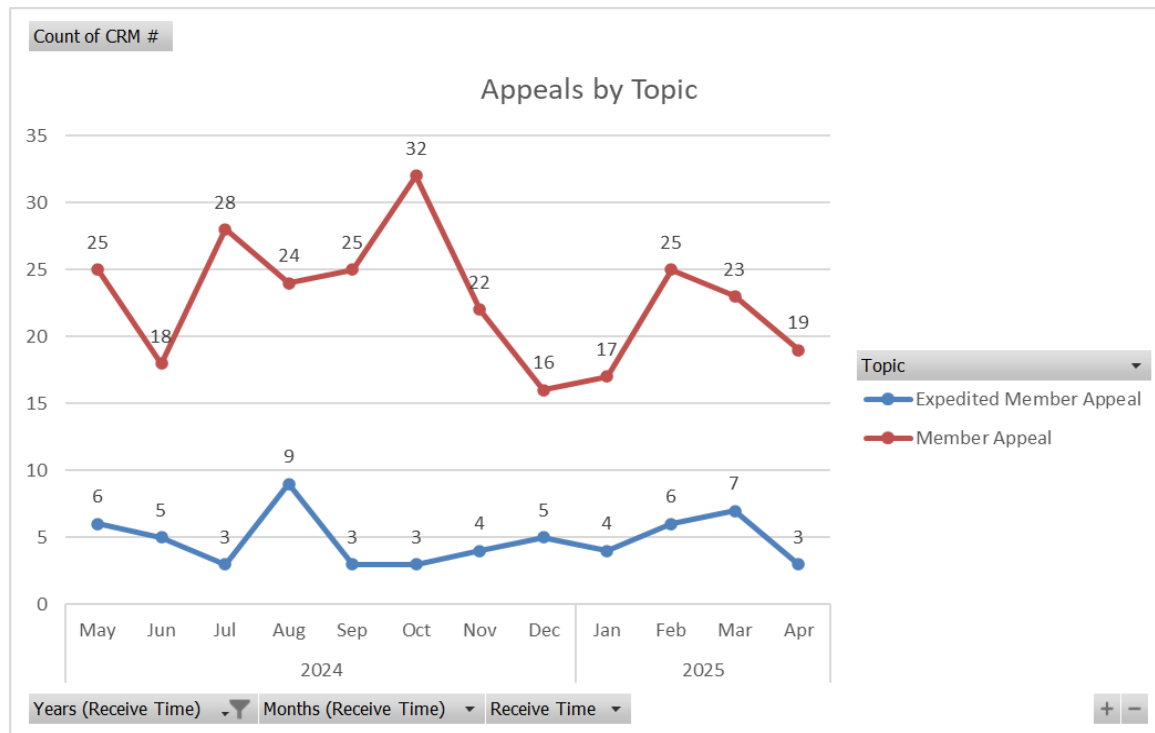
Source: CCHP Population Health Dashboard (Power BI) as of 5/9/2025



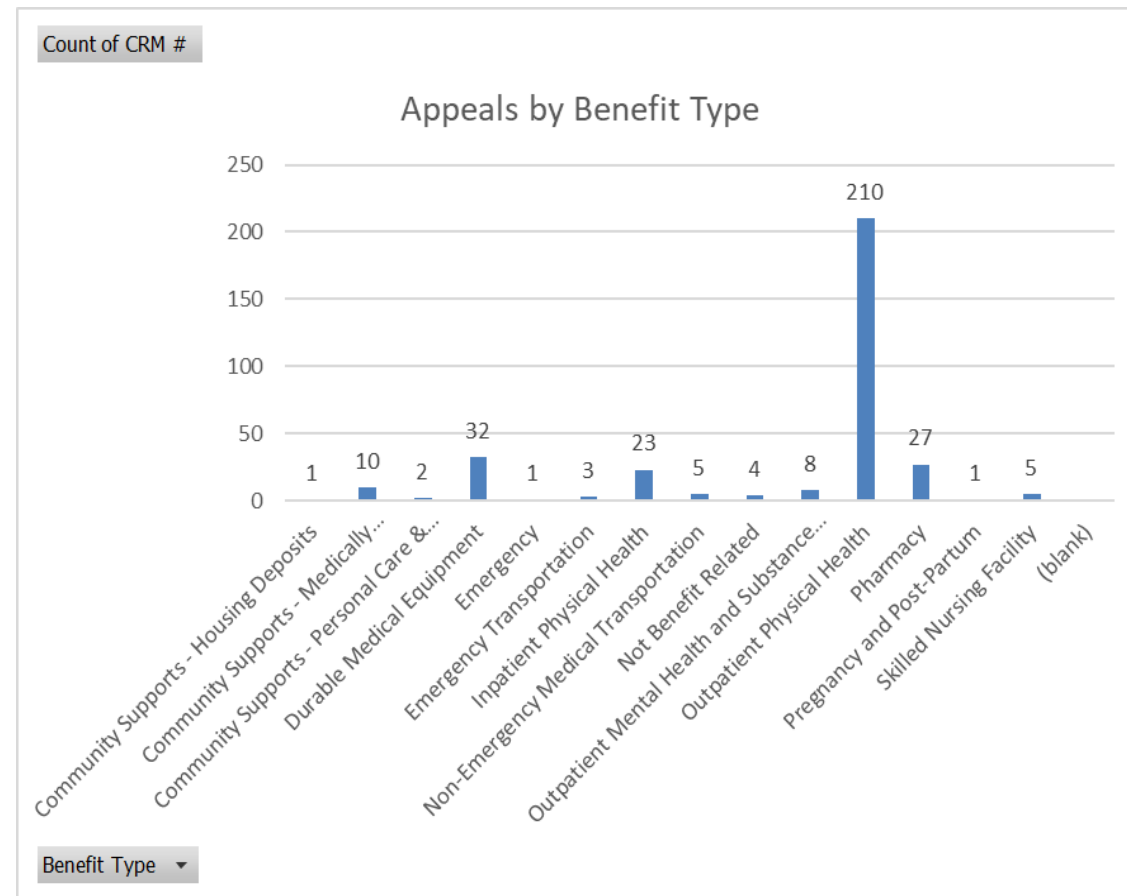
Source: TAP2393 CRM Appeals Report | Date Range: 5/1/2024 – 4/30/2025



Appeals (Continued)

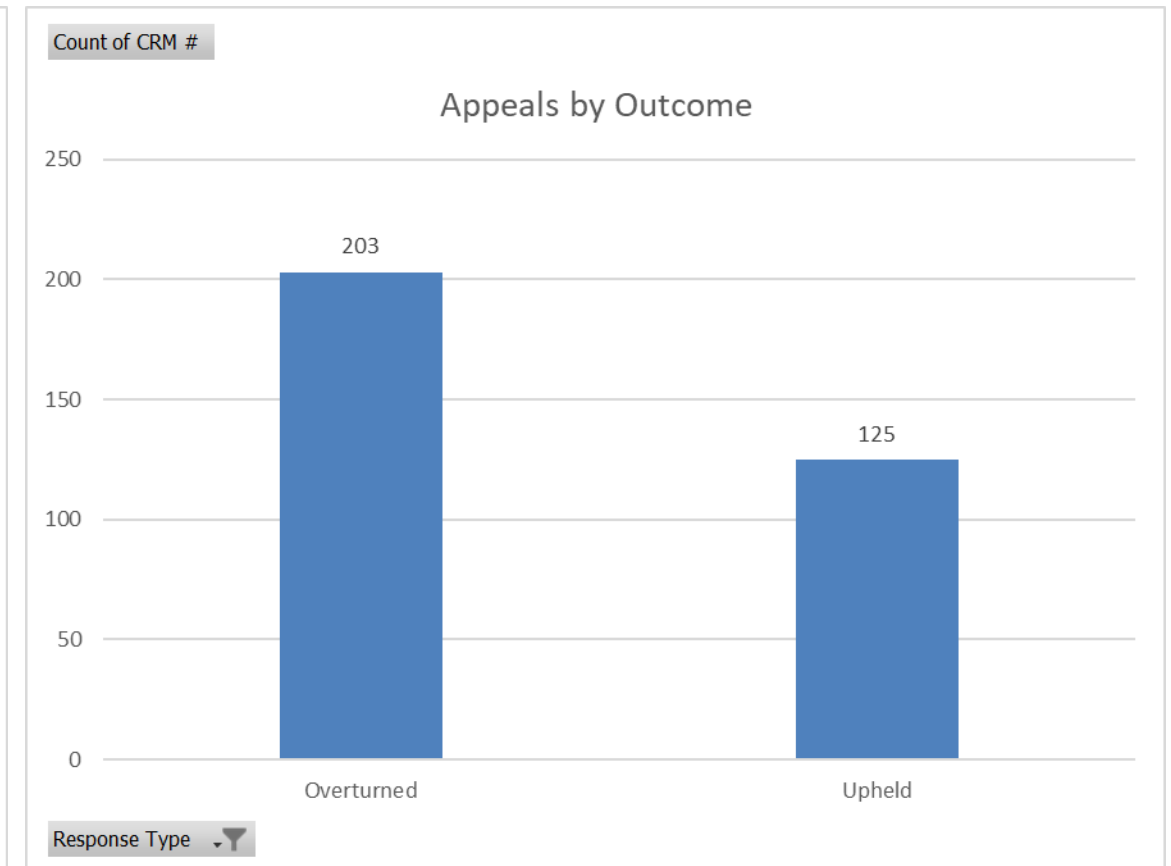
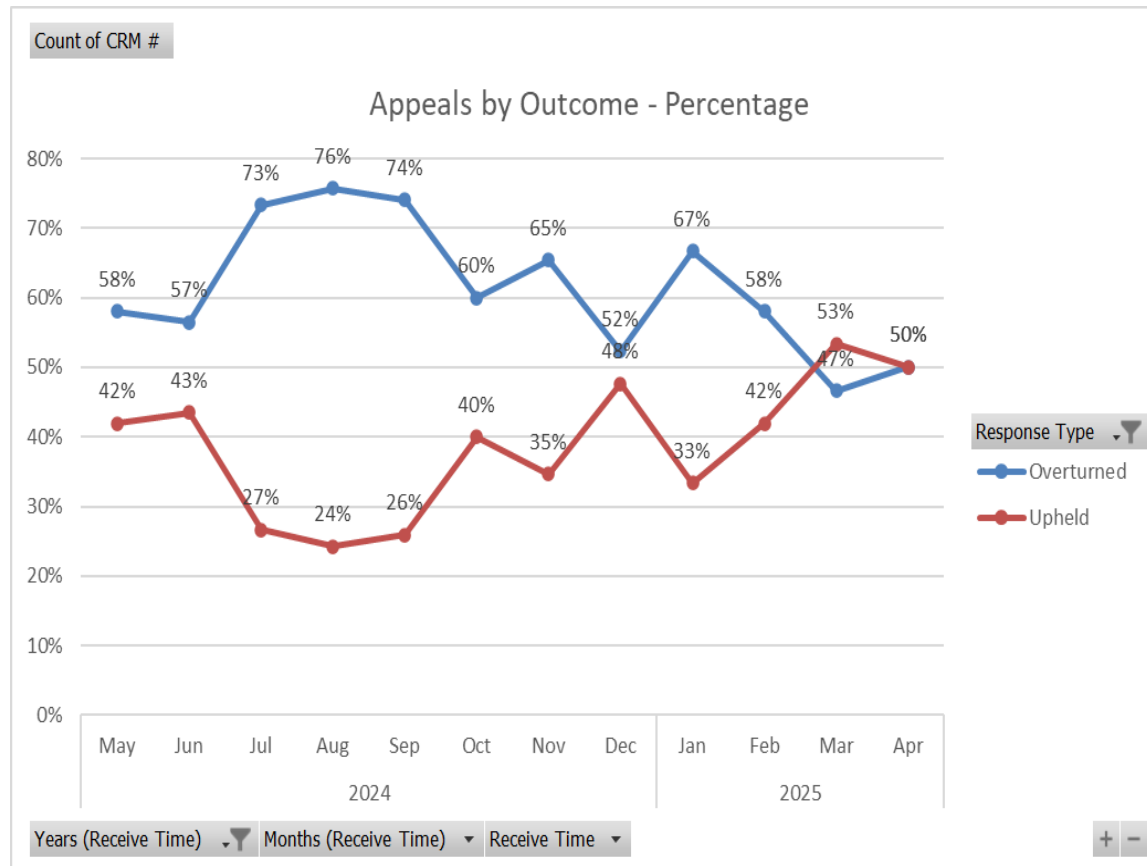


Expedited appeals are defined as appeals where waiting for a standard decision may seriously put the health of the member at risk (like if they are currently in the hospital or urgently need medication)



Source: TAP2393 CRM Appeals Report | Date Range: 5/1/2024 – 4/30/2025

Appeals (Continued)



Source: TAP2393 CRM Appeals Report | Date Range: 5/1/2024 – 4/30/2025
Filter: Removed “Other” outcomes (member cancelled or not yet resolved)

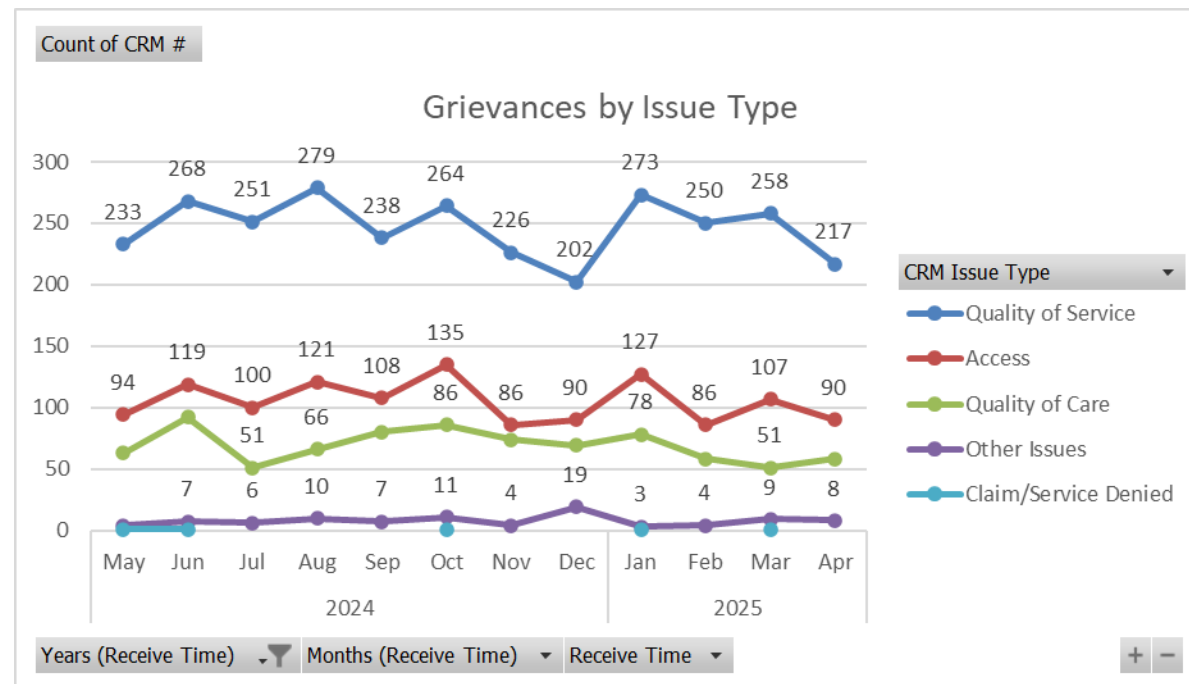


Grievances



CCHP: 1.7 grievances per 100K member

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



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



Date Received

5/1/2024

4/30/2025

Vendor Type

☒ External

☒ Internal

Product

All

Claim Status

All

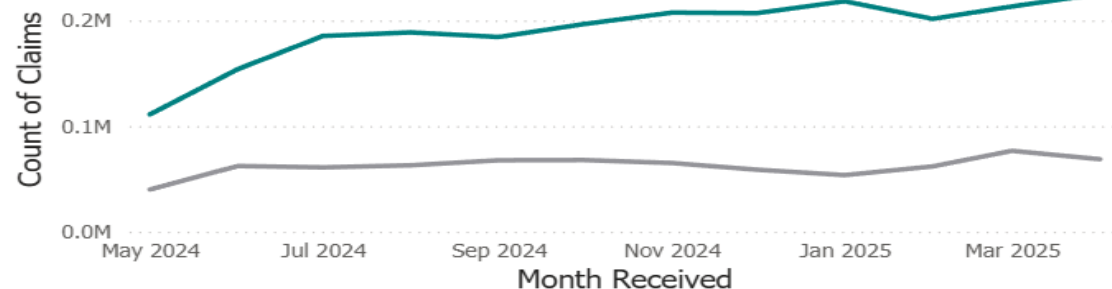
Date of Service

5/1/2024

4/30/2025

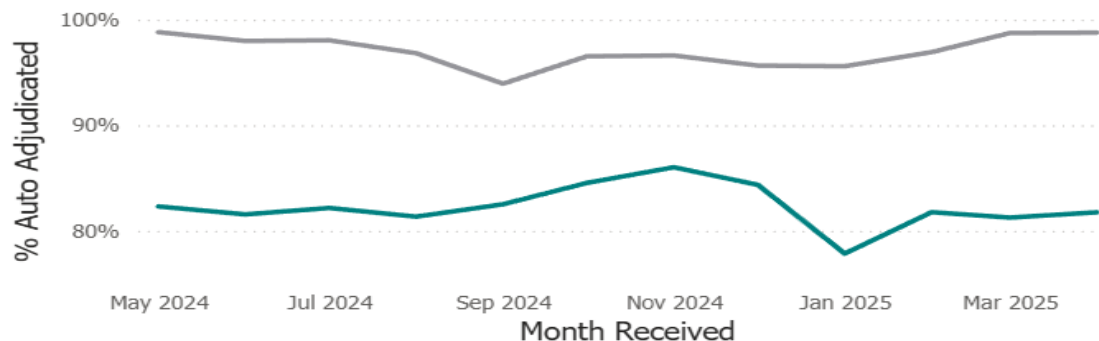
Count of Claims by Month Received and Vendor Type

Vendor Type ● External ● Internal



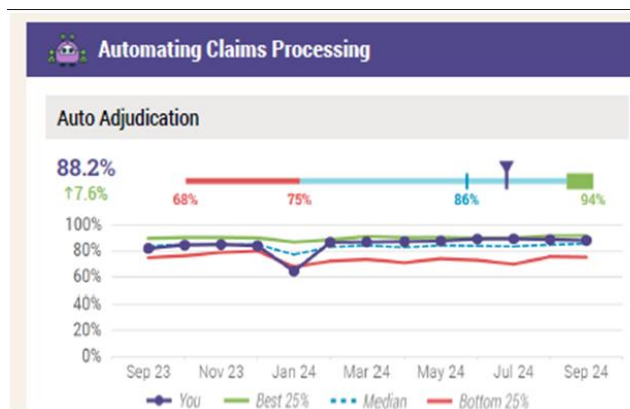
% Auto Adjudicated by Month Received and Vendor Type

Vendor Type ● External ● Internal



CCHP's auto adjudication rate compared to other Epic customers:

As of 5/16/2025



- DMHC requires health plans to pay HMO claims from 45 to 30 days starting 1/1/2026 - require higher efficiency in claim payment. Currently, roughly 20% of non-RMC claims require manual intervention, with 80% automatically adjudicated.
- Actively working on securing an outside vendor for claim payment validation

Public Comments

JCC Comments