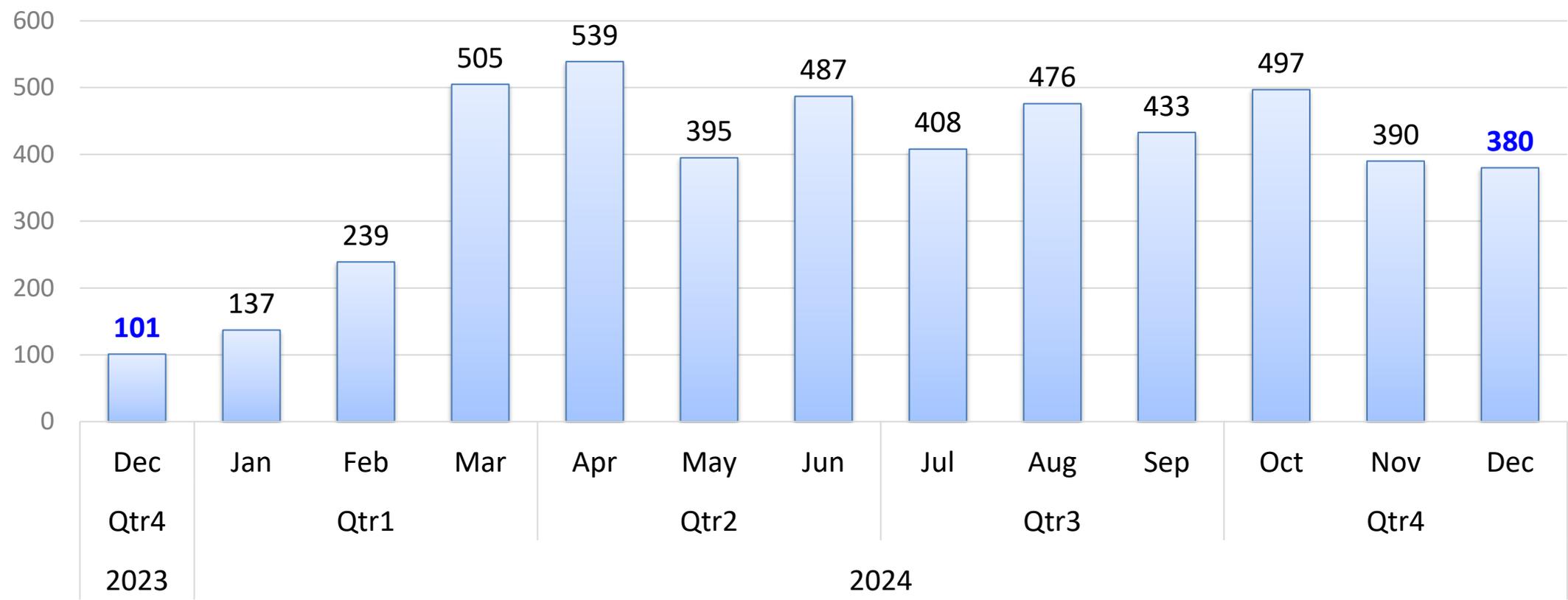




Member Grievances

Total Grievances

12/2023 – 12/2024, by Month

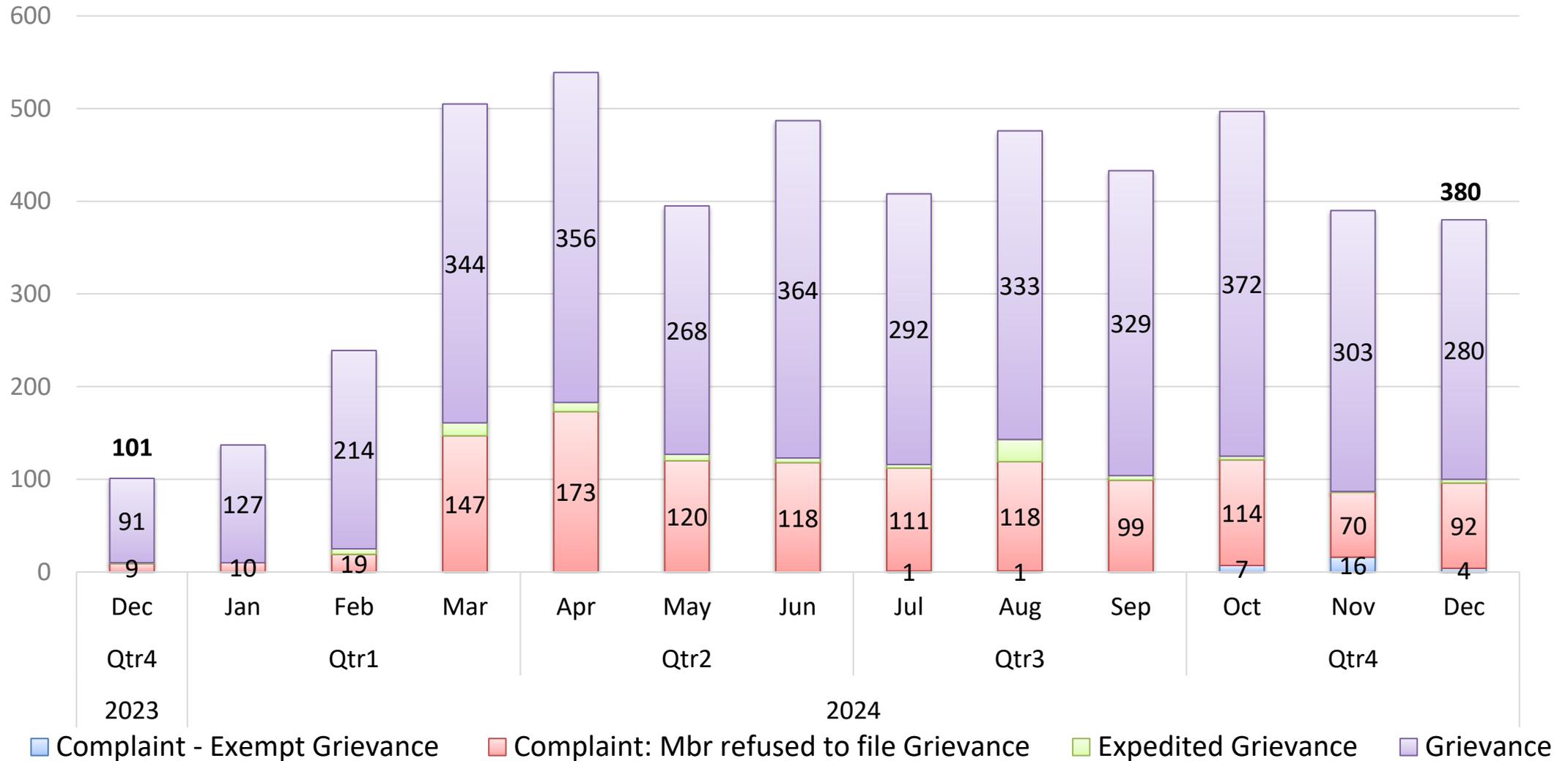


Grievances in **December 2024 more than doubled by 276% compared** to last year same period.



Grievance Topics

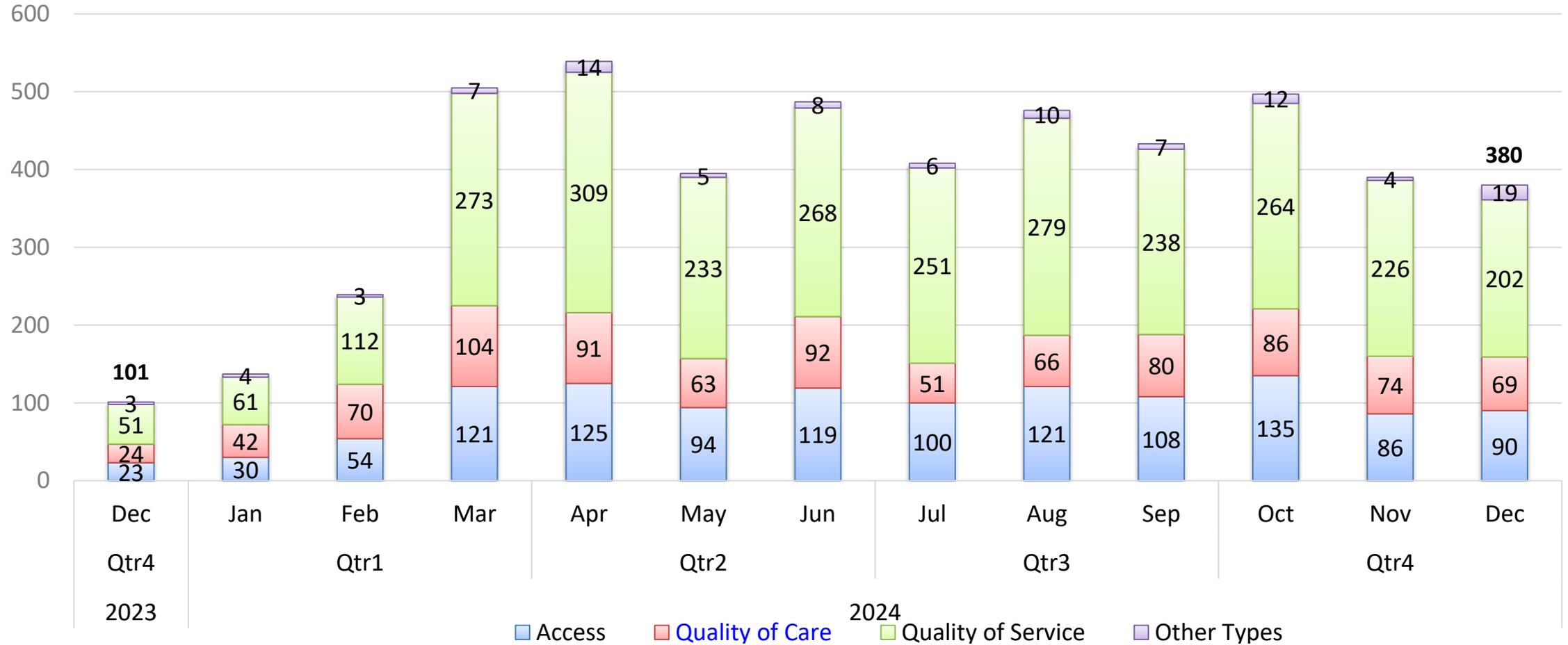
12/2023 – 12/2024, By Month





Grievance Issue Types

12/2023 – 12/2024, by Month

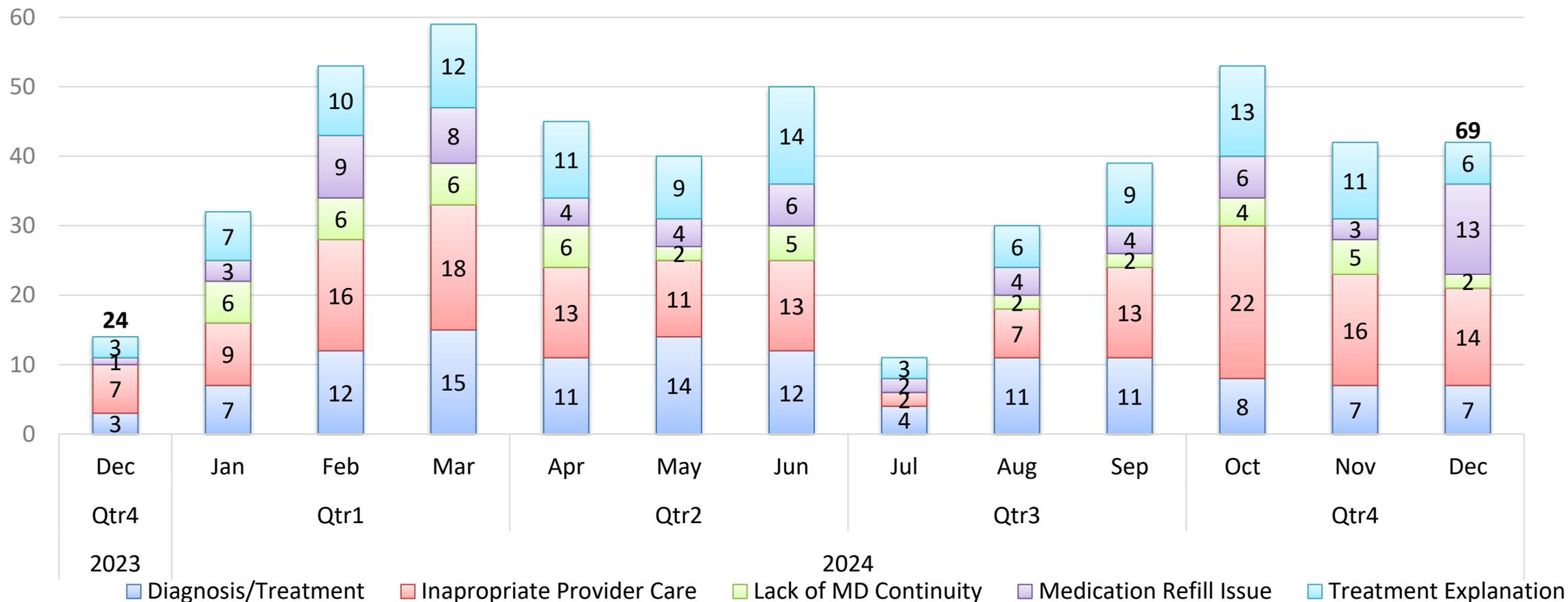


Top two drivers or **80% of grievances are Quality of Service & Access** grievance issue types, while **Quality of Care** makes up the difference at **~18% of total grievances**.



Top 5 Grievances – Quality of Care

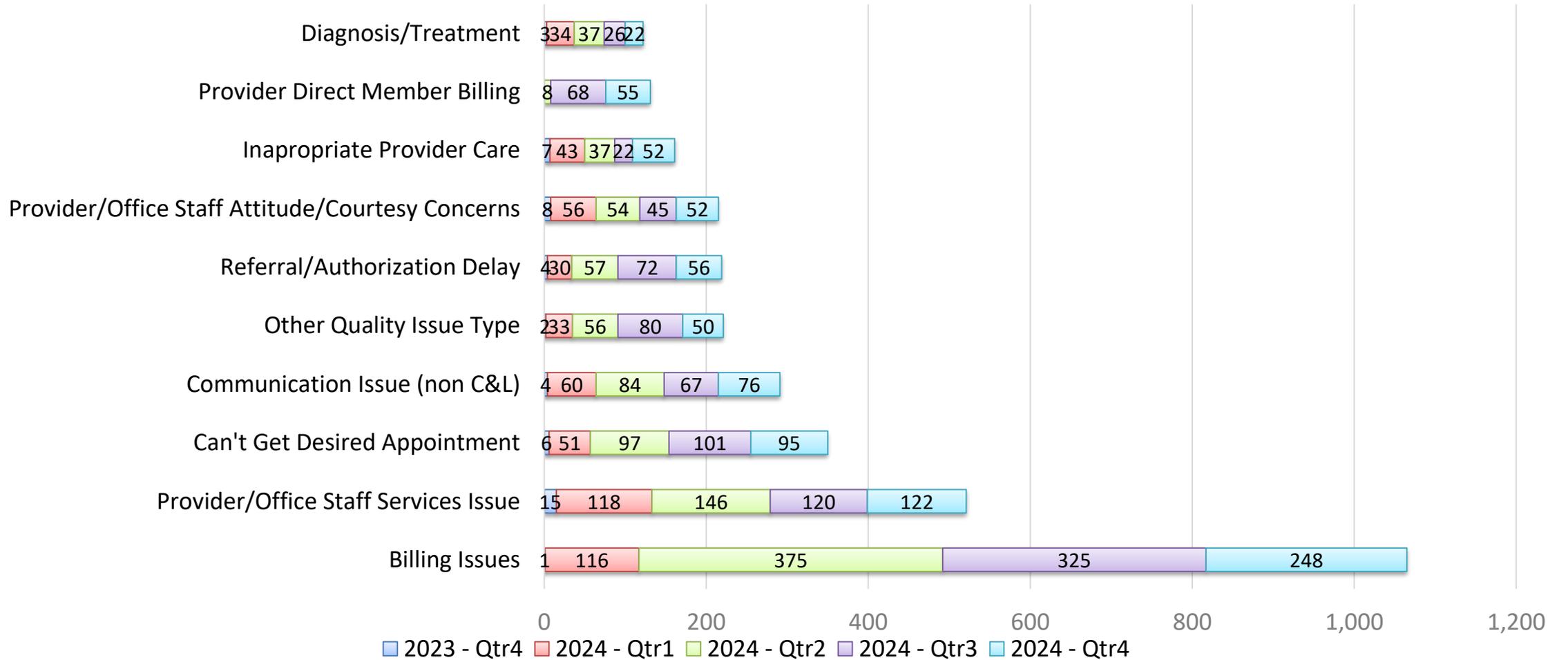
12/2023 – 12/2024, by Month



Inappropriate Provider Care & Medication Refill Issue make up **40%** of Quality of Care sub-topics.

Top 10 Grievance Sub-Topics

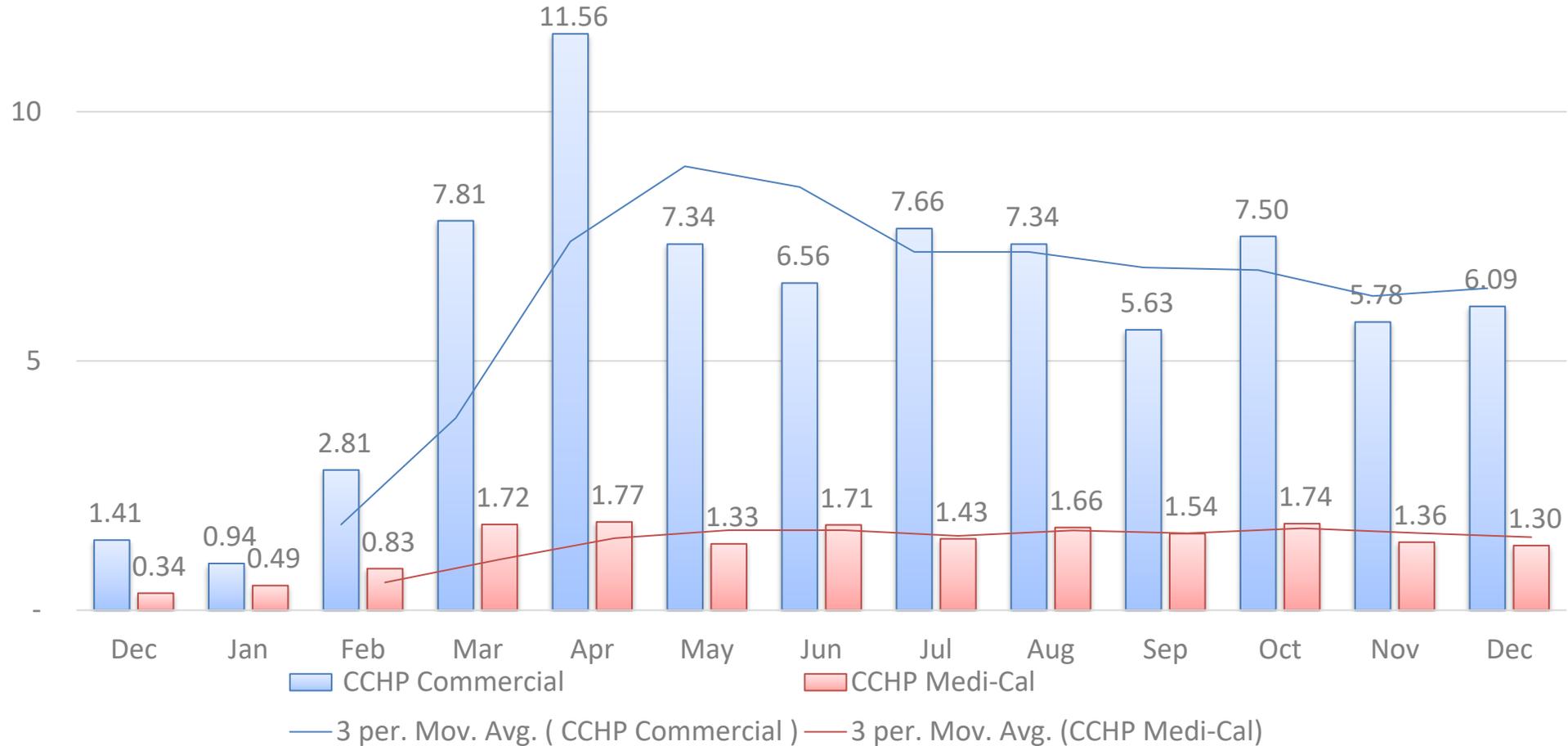
12/2023 – 12/2024, by Quarter



Billing Issues remain #1 grievance sub-topics in last few quarters of 2024 with **Q4 '24** showing **34% improvement compared to Q2 '24**.



Total # of Grievances per 1K member by Line of Business 12/2023 – 12/2024, By Month



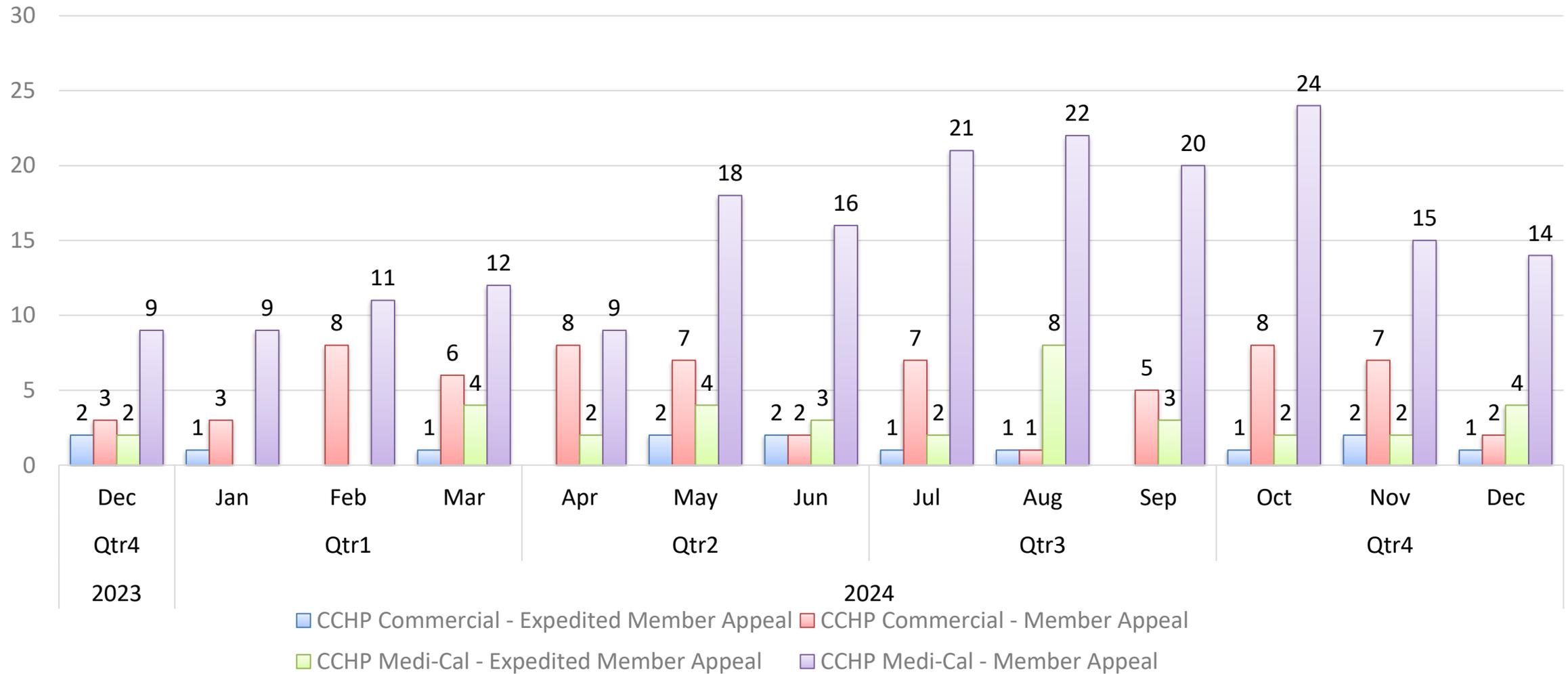
Moving average per quarter shows **spike in grievances in Q2' 24** for both **CCHP Commercial & Medi-Cal members**.



Member Appeals

Total Appeals by Line of Business

12/2023 – 12/2024, by Month

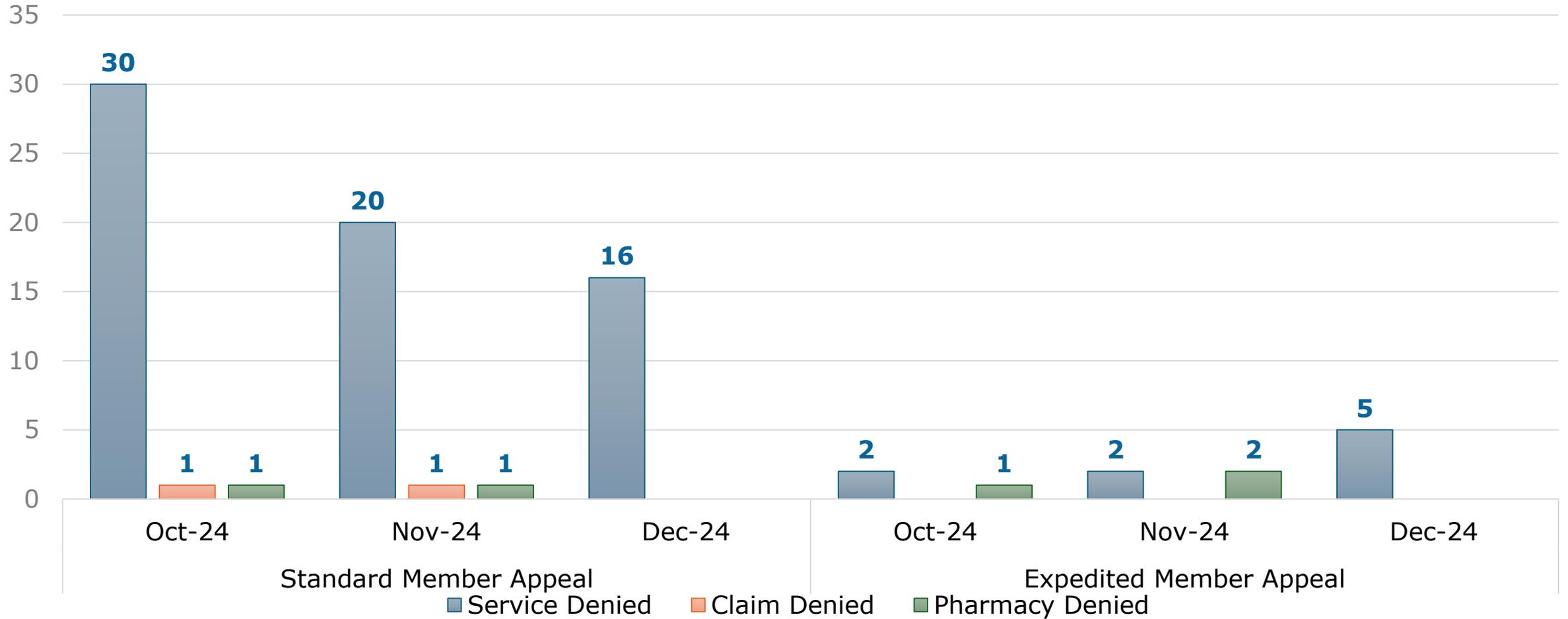


74% of total appeals are **Medi-Cal member related**, with **15%** of those appeals **expedited**.

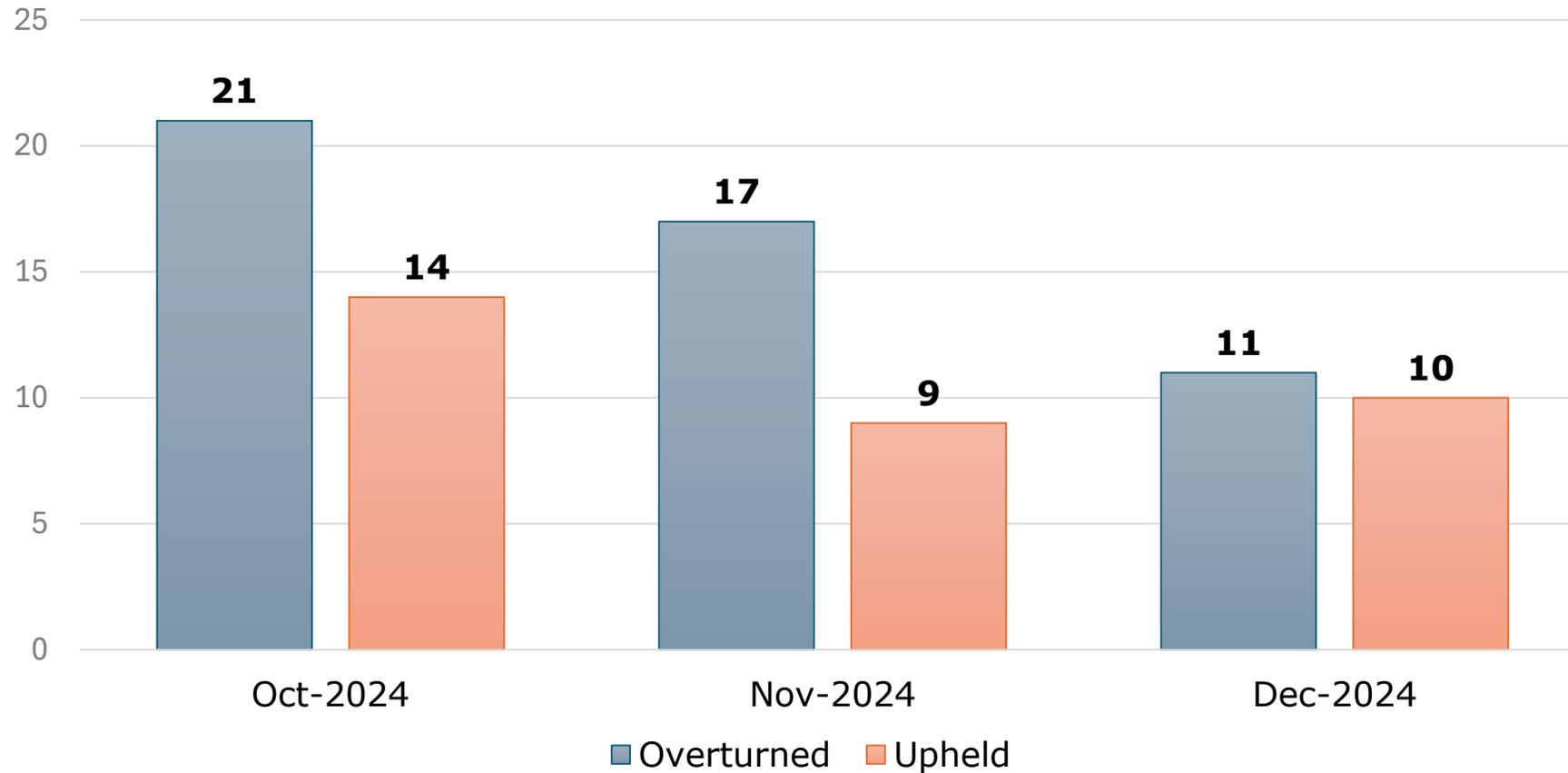


Appeal Reasons by Appeal Type

Quarter Four, 2024



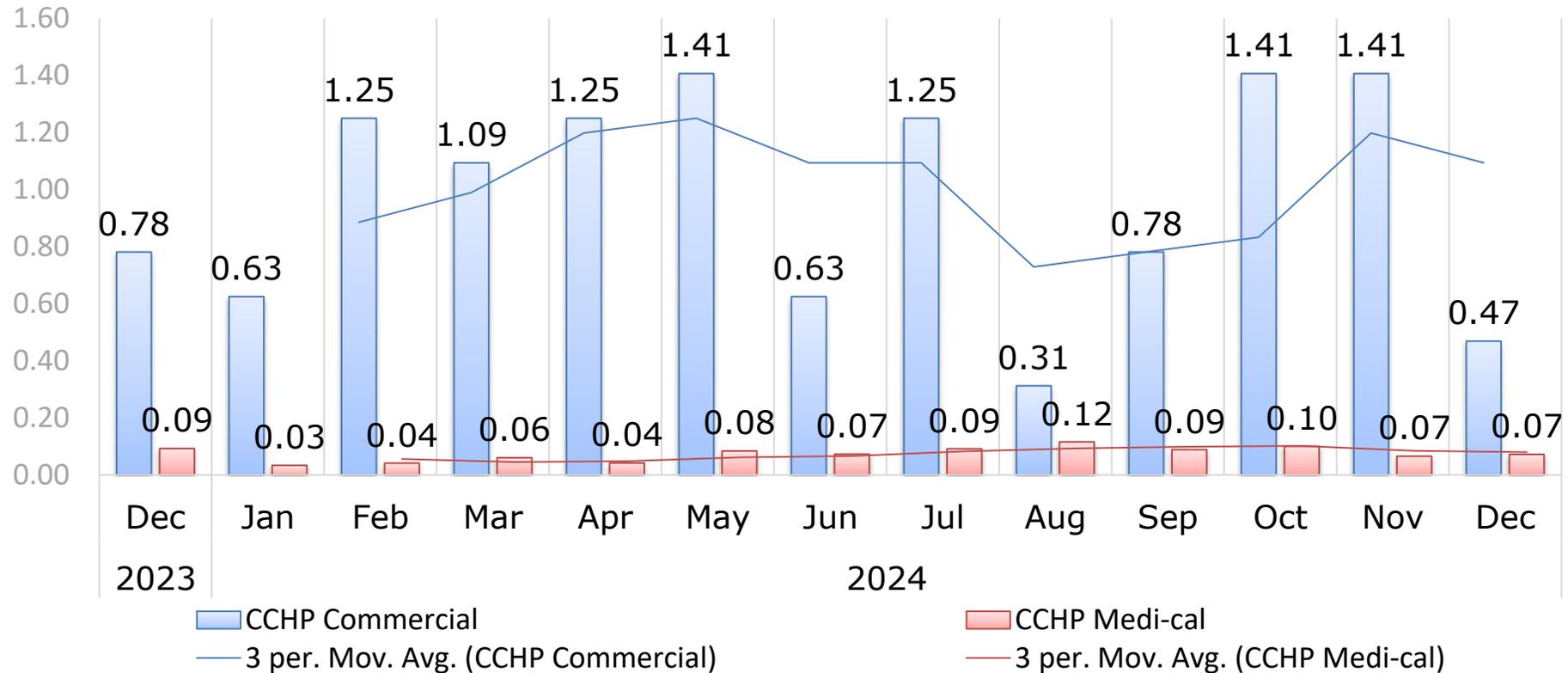
88% decrease in Standard Member Appeal of Services Denied in December 2024 compared to start of that quarter.
In contrast, **Expedited Member Appeals doubled**.



~60% of appeals are overturned.

Total # of Appeals per 1K Member by Line of Business

12/2023 – 12/2024, By Month



Moving average per quarter shows **downward trend in Q4 '24 for appeals per CCHP Medi-Cal member.**



Total # of Referrals per 1K Member

Quarter Four, 2024

