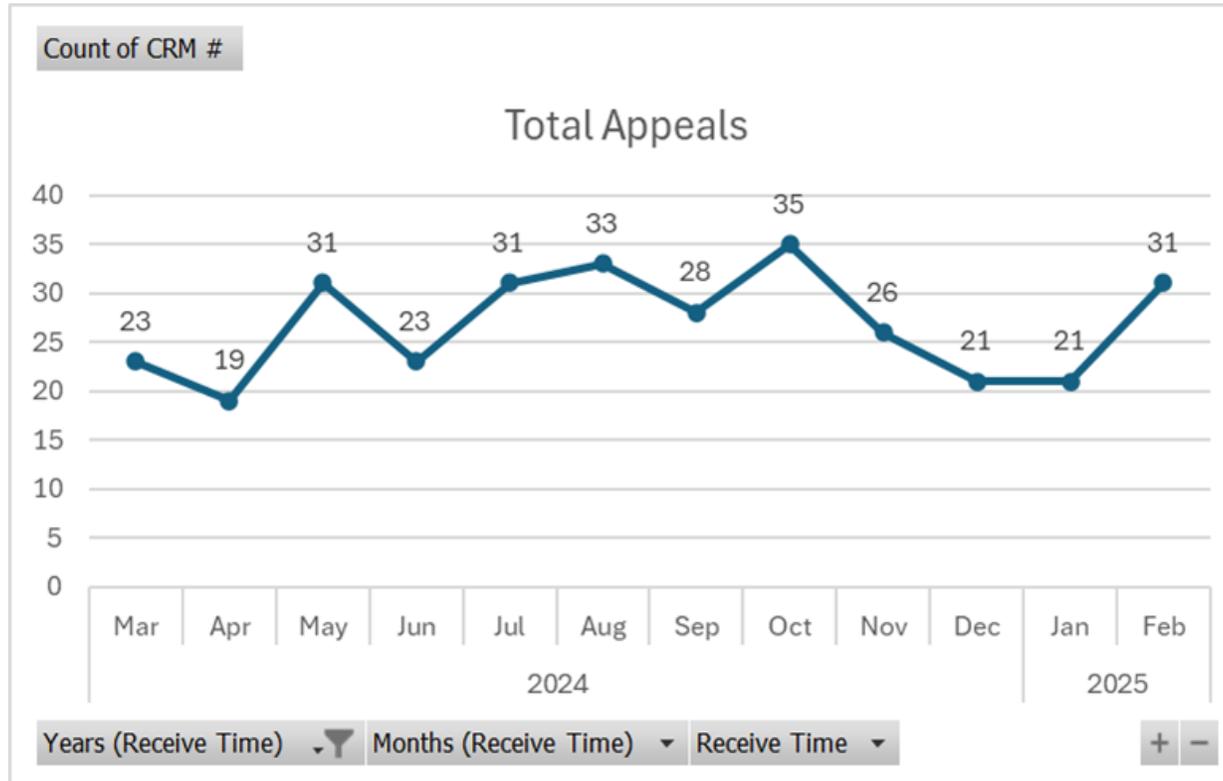
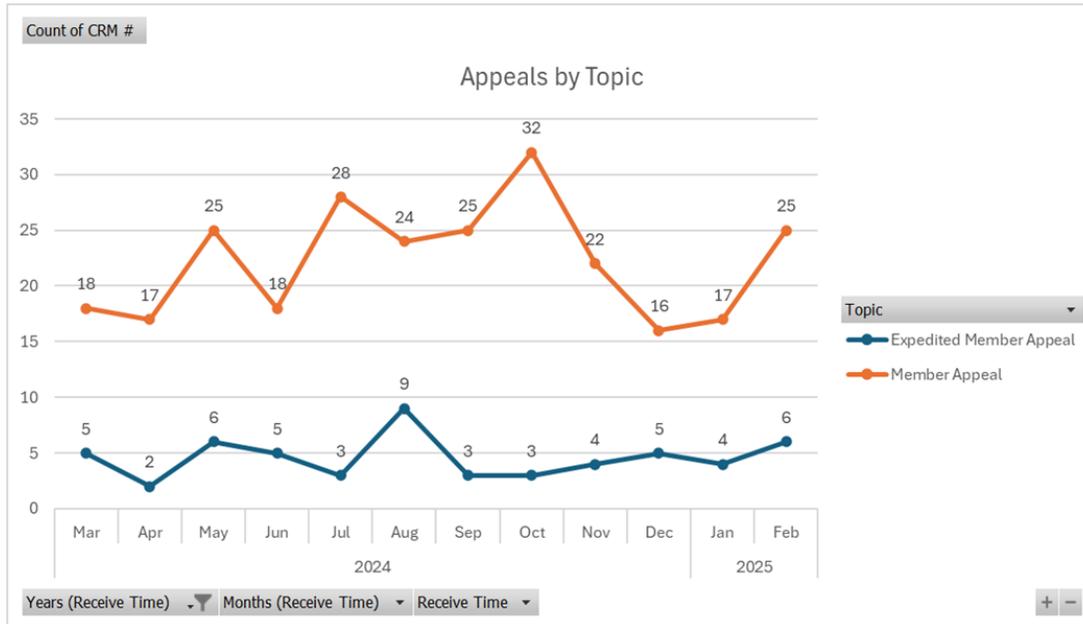


Source: CCHP Population Health Dashboard (Power BI) as of 3/19/2025

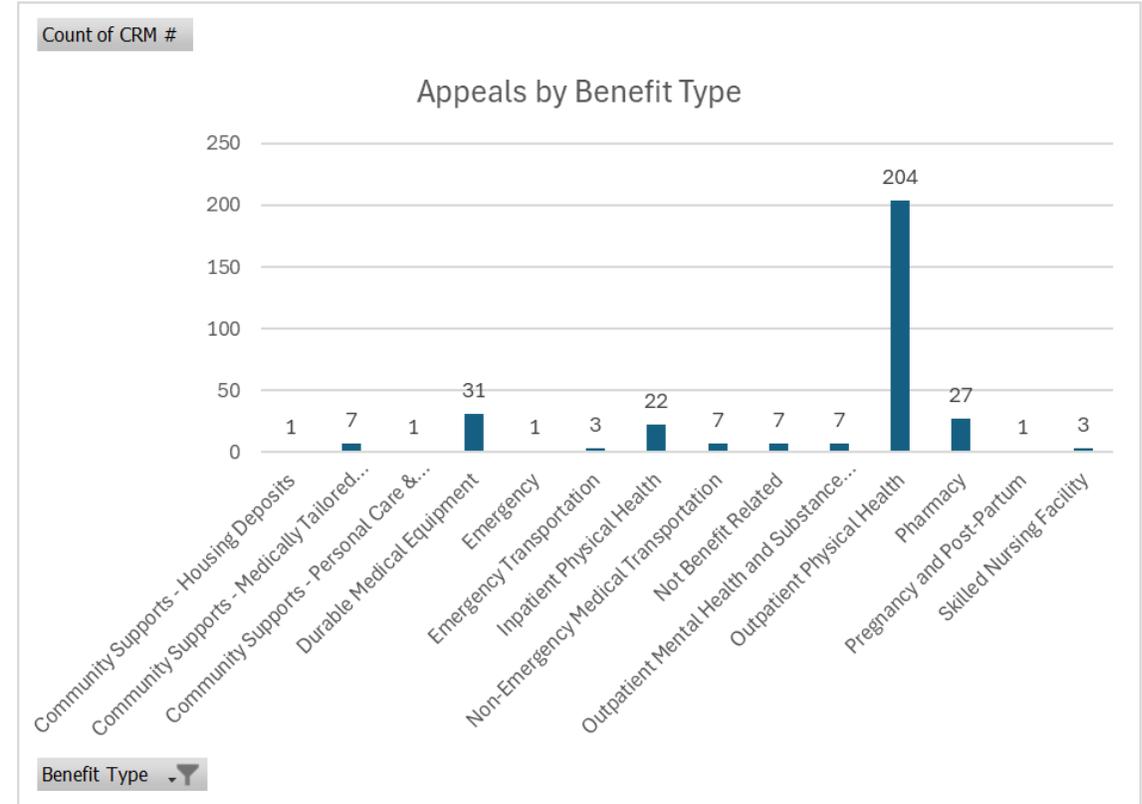


Source: TAP2393 CRM Appeals Report  
Date Range: 3/1/2024 – 2/28/2025

# Appeals (continued)



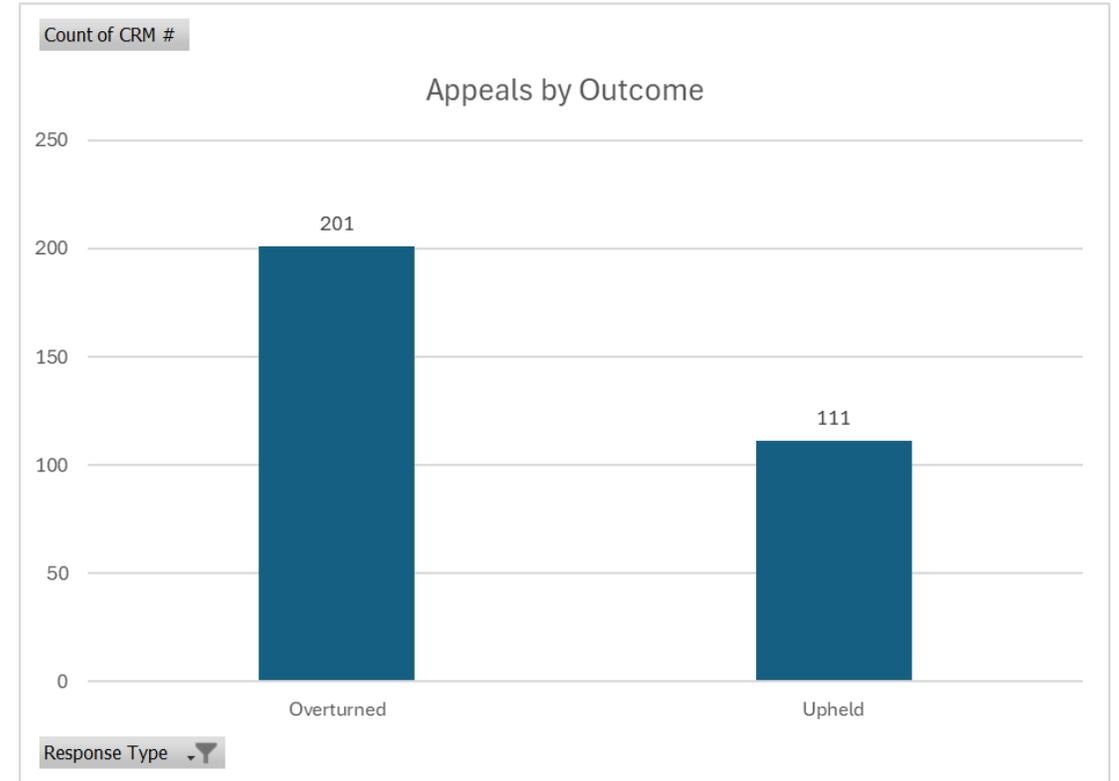
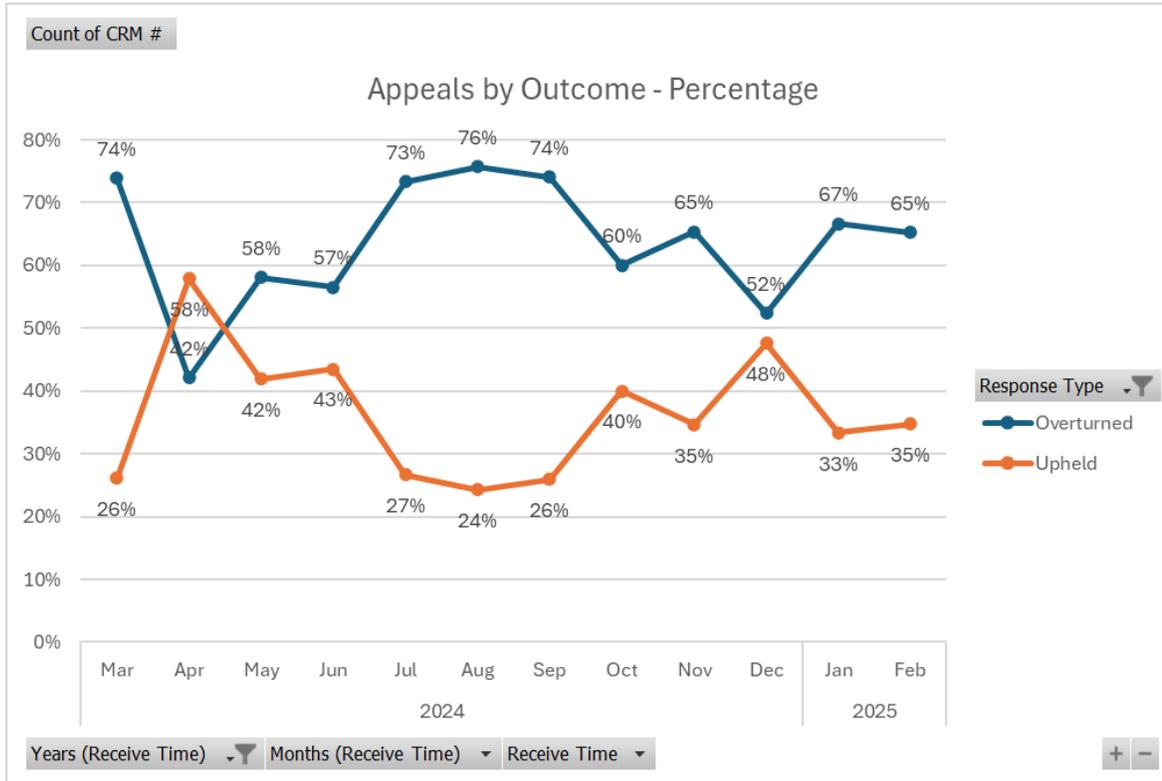
Expedited appeals are defined as appeals where waiting for a standard decision may seriously put the health of the member at risk (like if they are currently in the hospital or urgently need medication)



Source: TAP2393 CRM Appeals Report  
Date Range: 3/1/2024 – 2/28/2025



# Appeals (continued)



Source: TAP2393 CRM Appeals Report

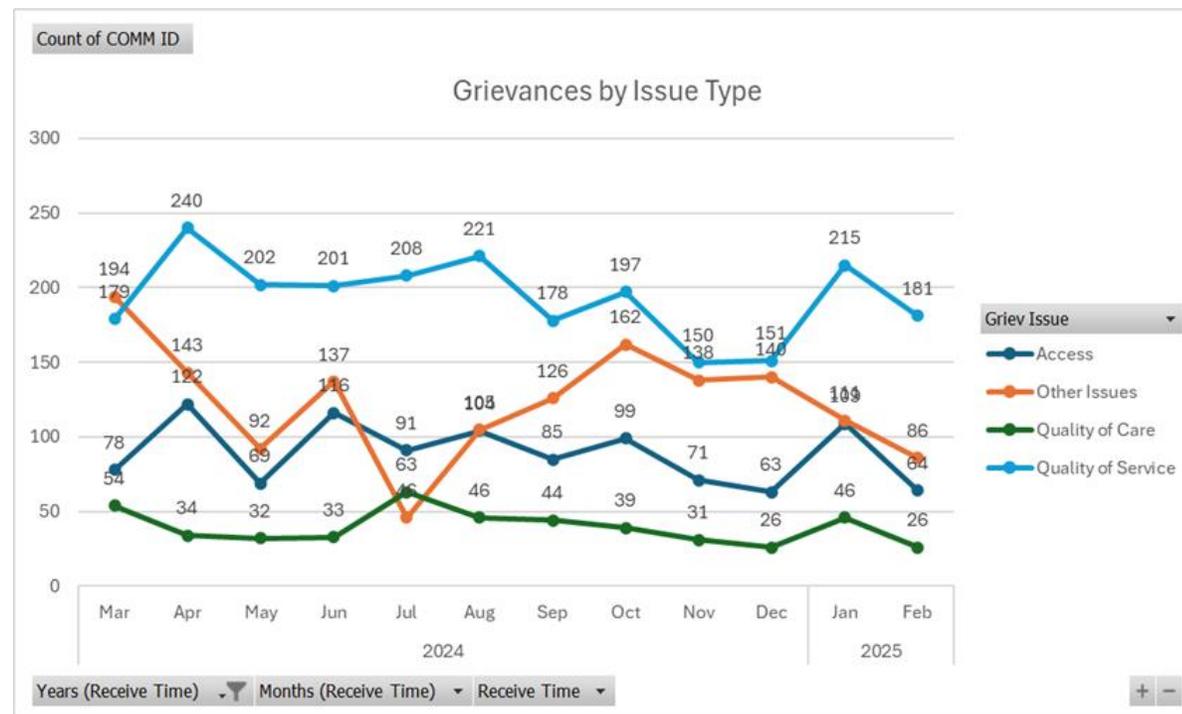
Date Range: 3/1/2024 – 2/28/2025

Filter: Removed "Other" outcomes (member cancelled or not yet resolved)

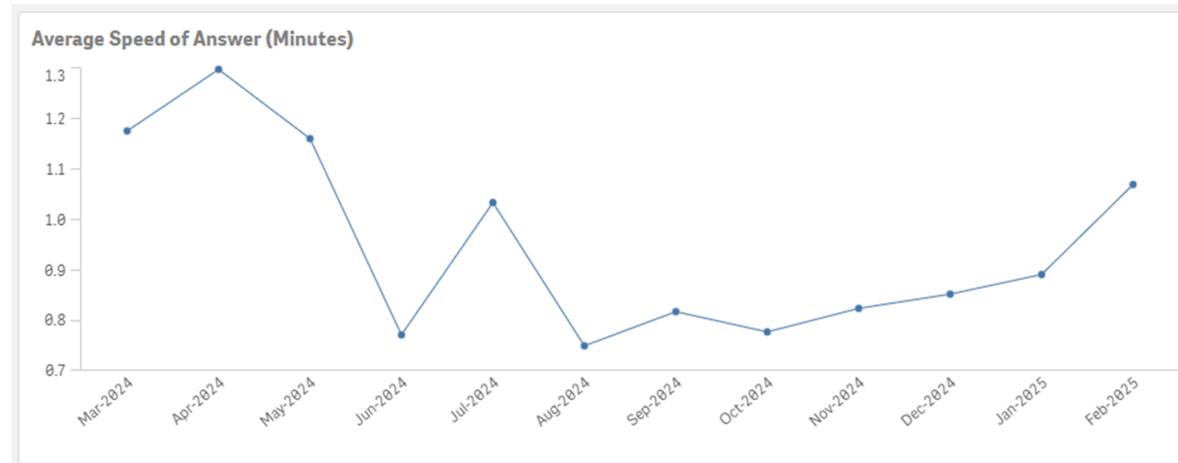
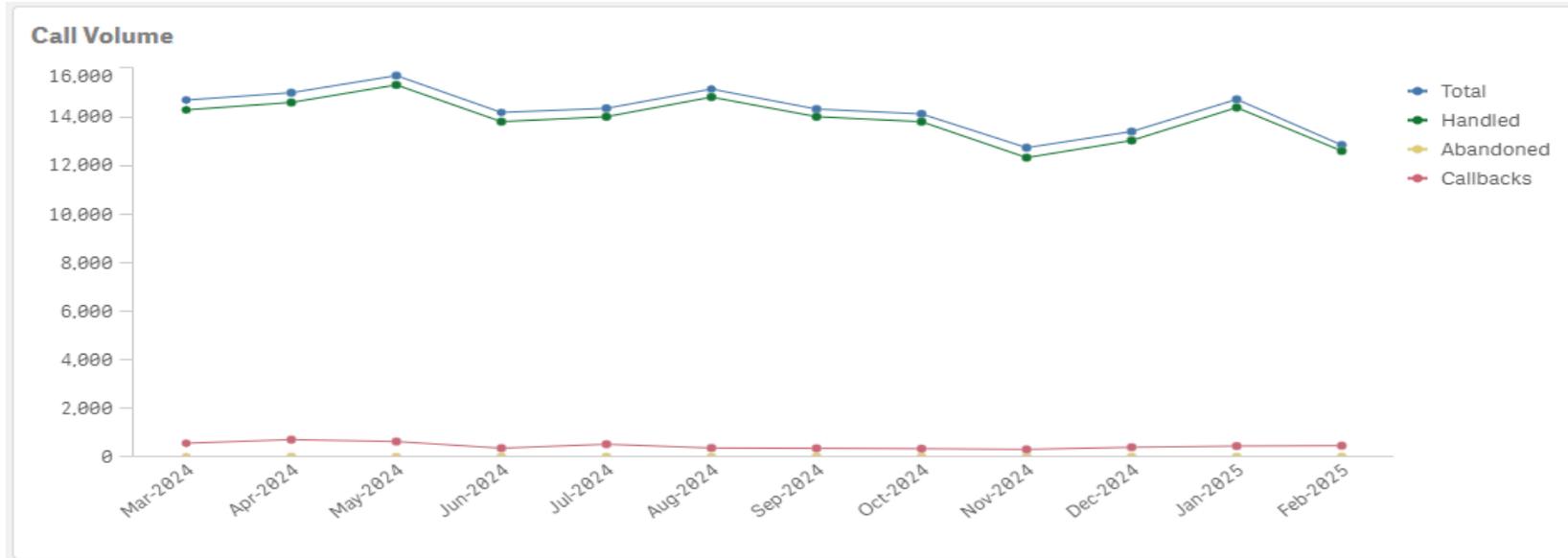


1.7 grievances per 100K member  
California Medi-Cal average is 3.1 grievances per 100K member

Source: TAP2392 CRM Grievance Summary  
Date Range: 3/1/2024 – 2/28/2025



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



Source: Call Center Dashboard (Qlik)  
 Date Range: 3/1/2024 – 2/28/2025  
 Team Filter: AN – Advice Nurse