

CONTRA COSTA
HEALTH



cchealth.org

MyChart

Helping Members Stay
Connected to their Care

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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.



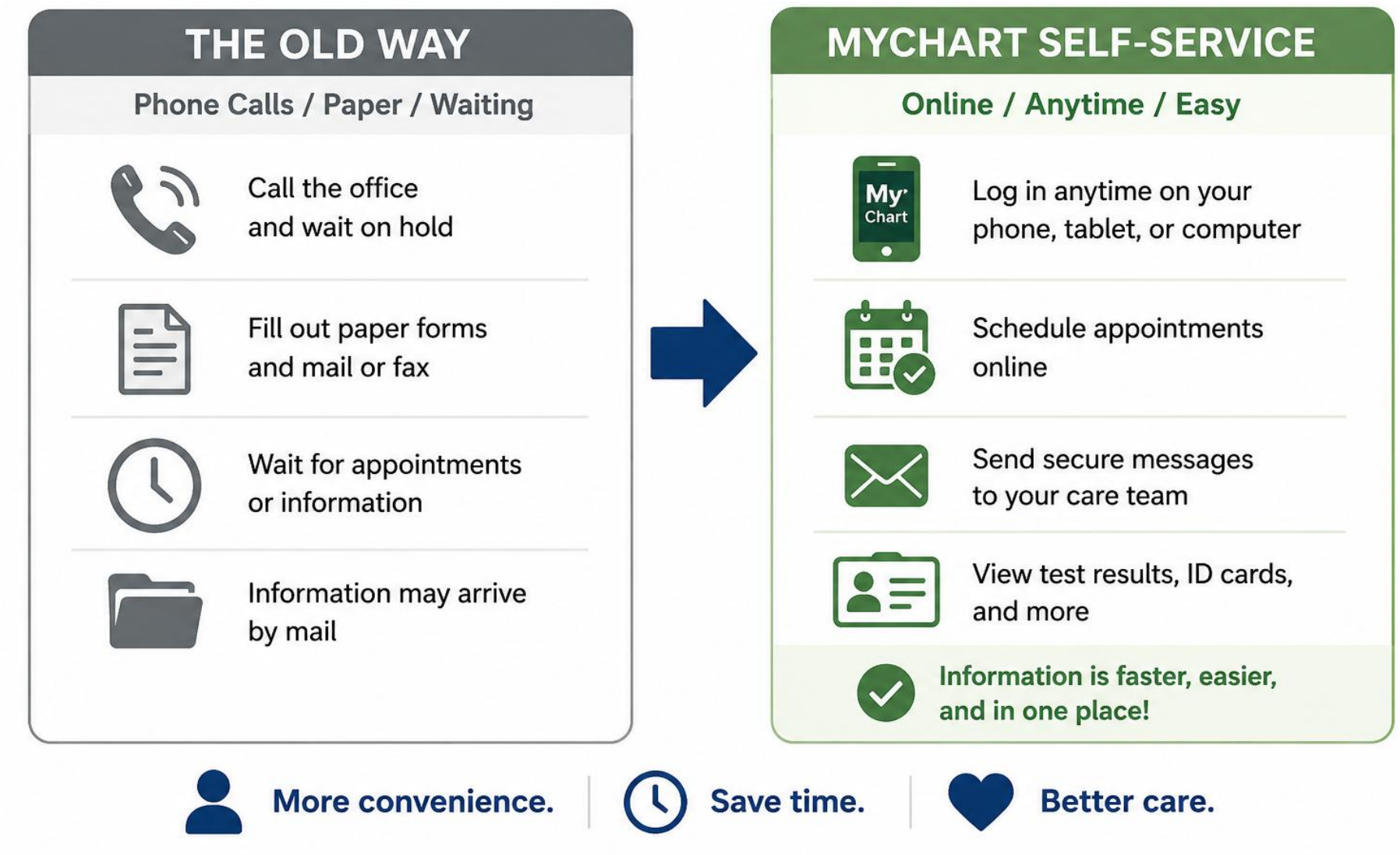
Why MyChart Matters?

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.



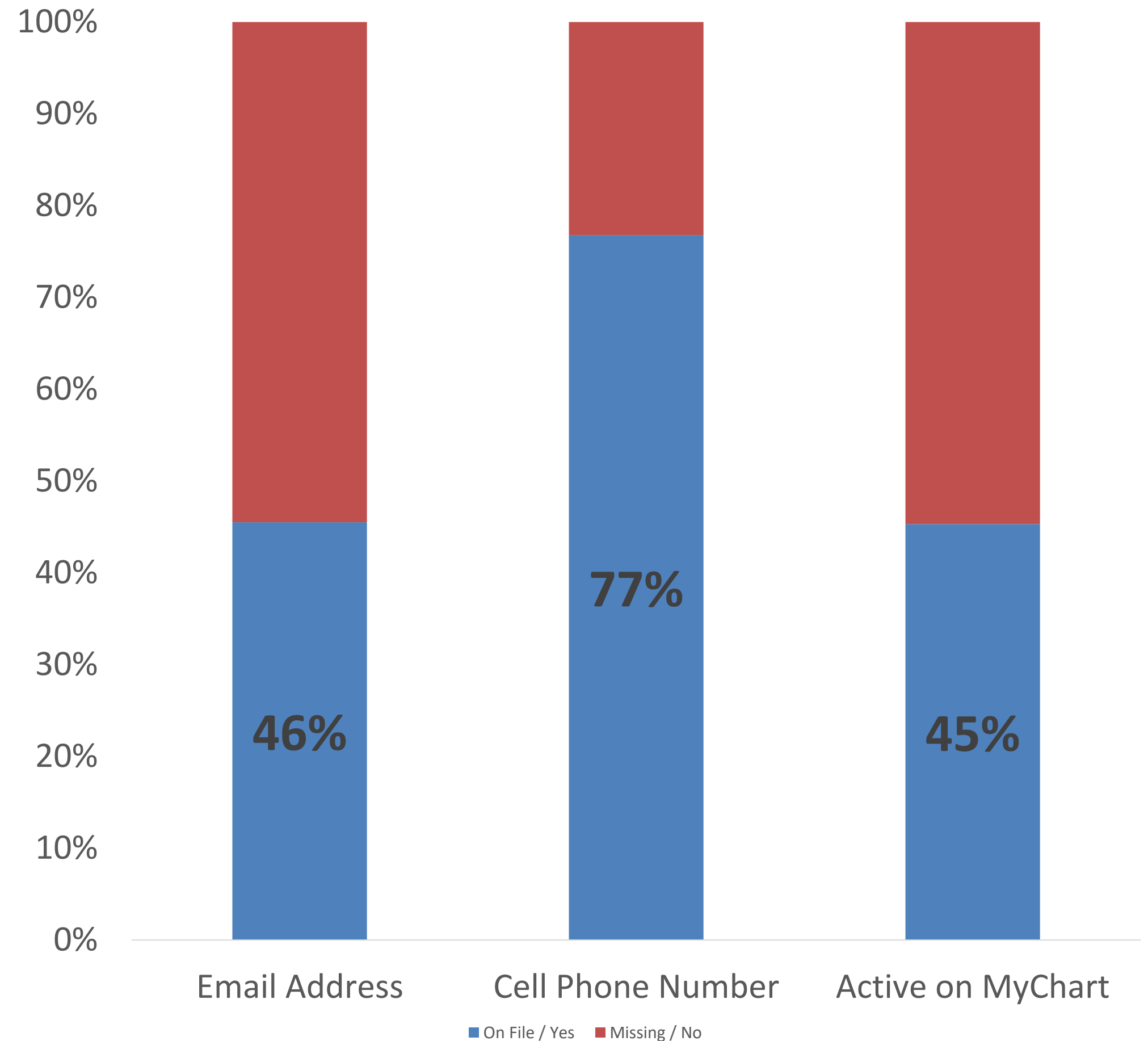
Our Current Digital Snapshot

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

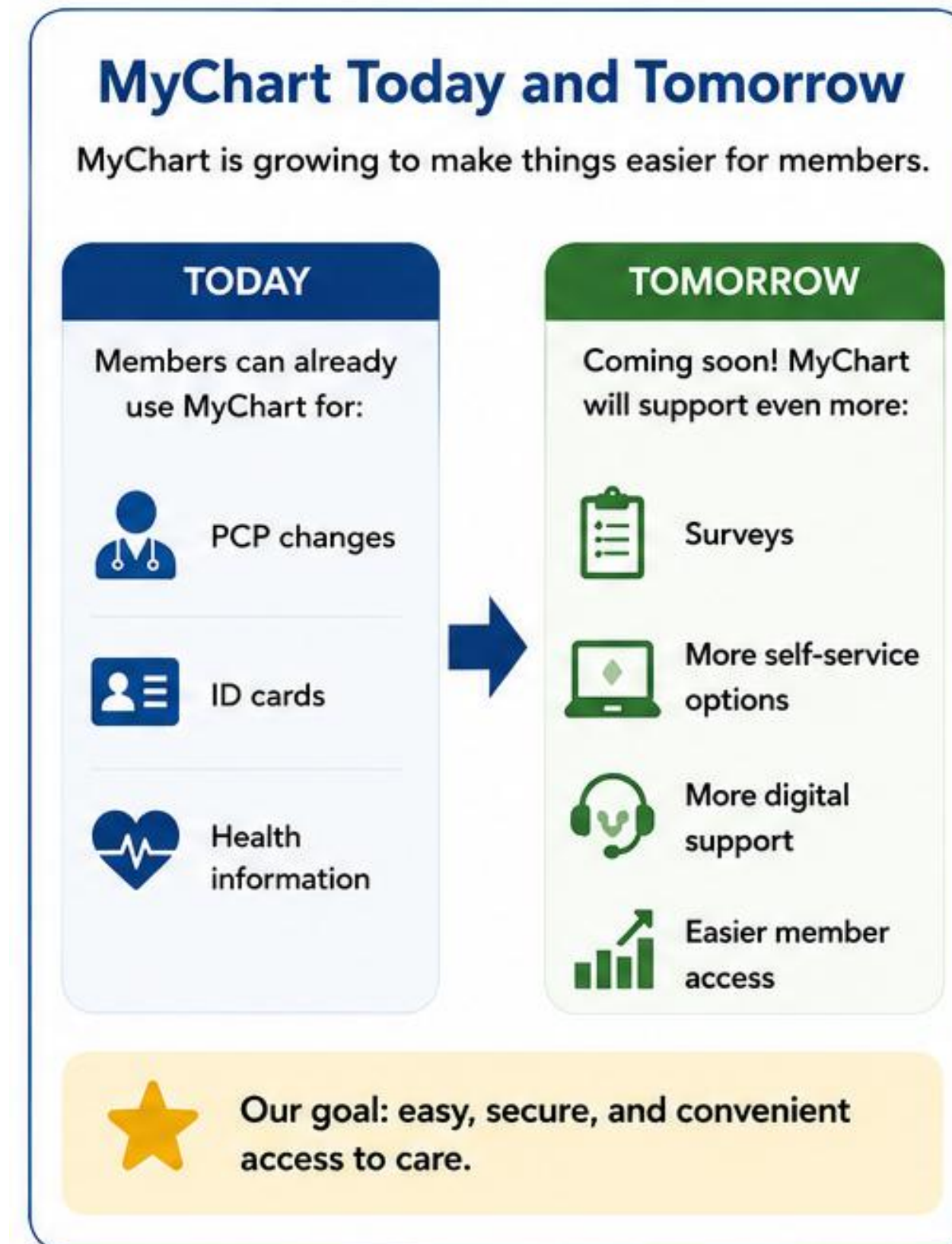
Members already use MyChart for:

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?