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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.