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5.0
CCHP IT Report

Presented by:
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Chief Information Officer

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CCHP Membership
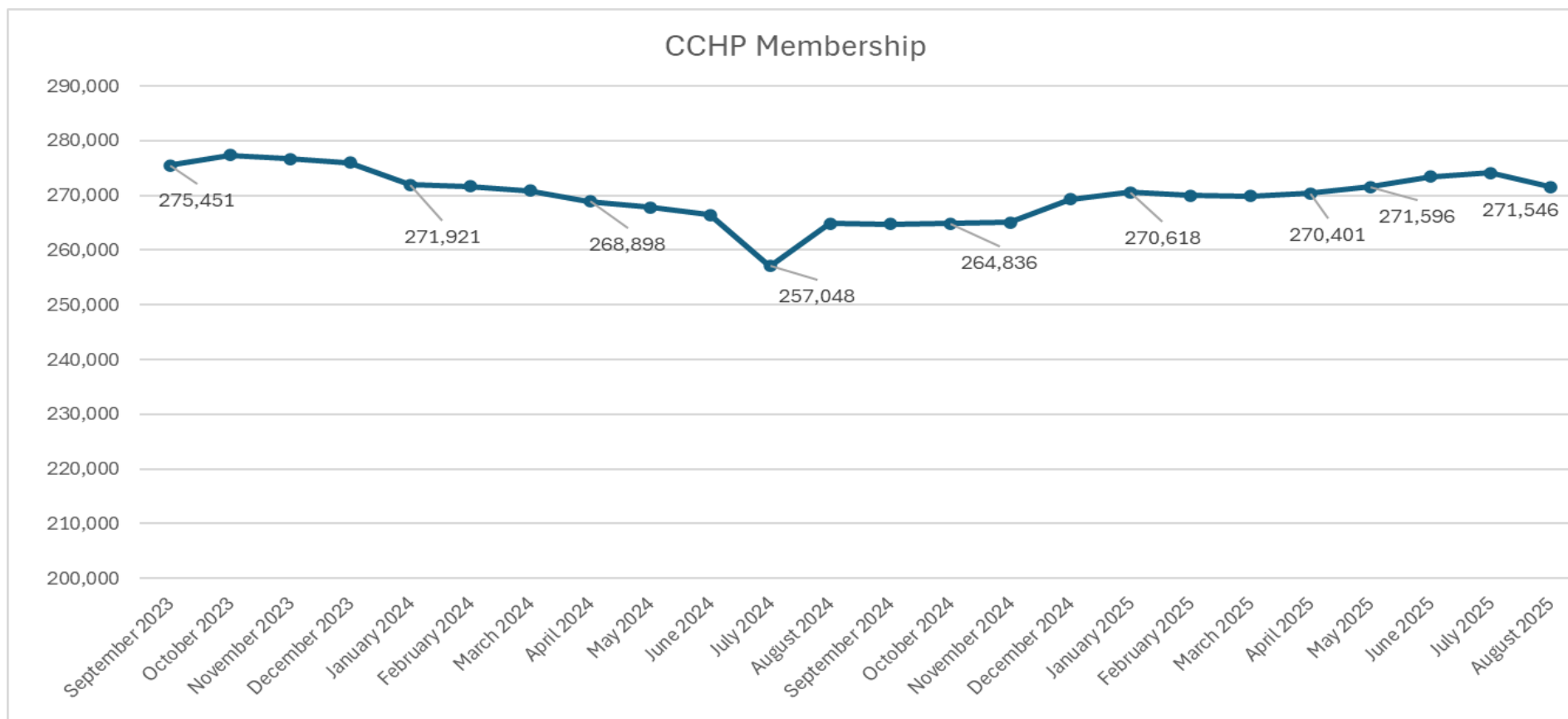
Source: CCHP Population Health Dashboard (Power BI) as of 9/18/2025

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Source: CCHP Appeals and Grievances Dashboard (Power BI) | Date Range: 8/1/2024 – 7/31/2025

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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)

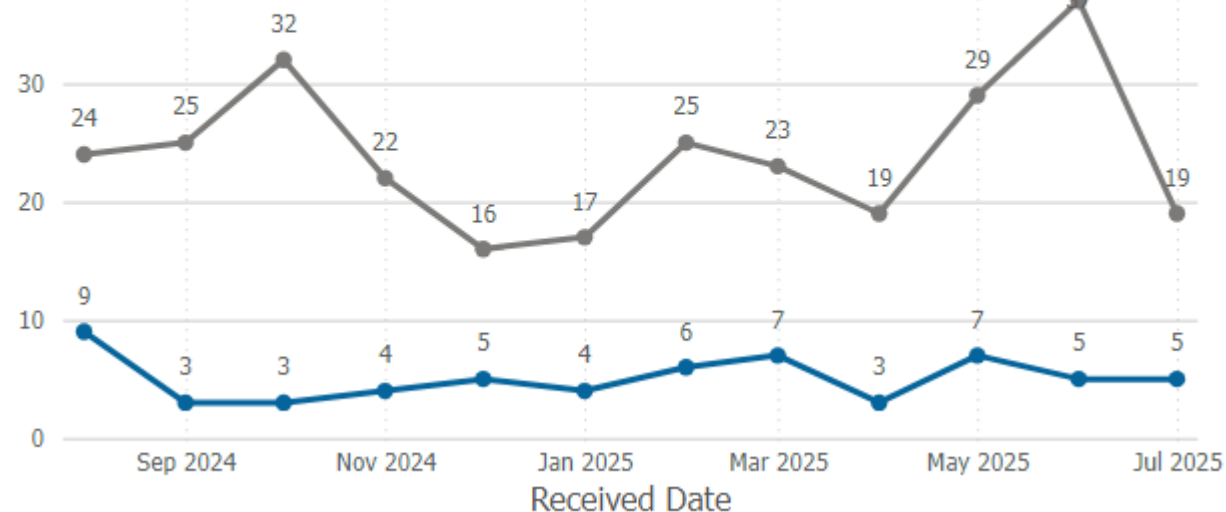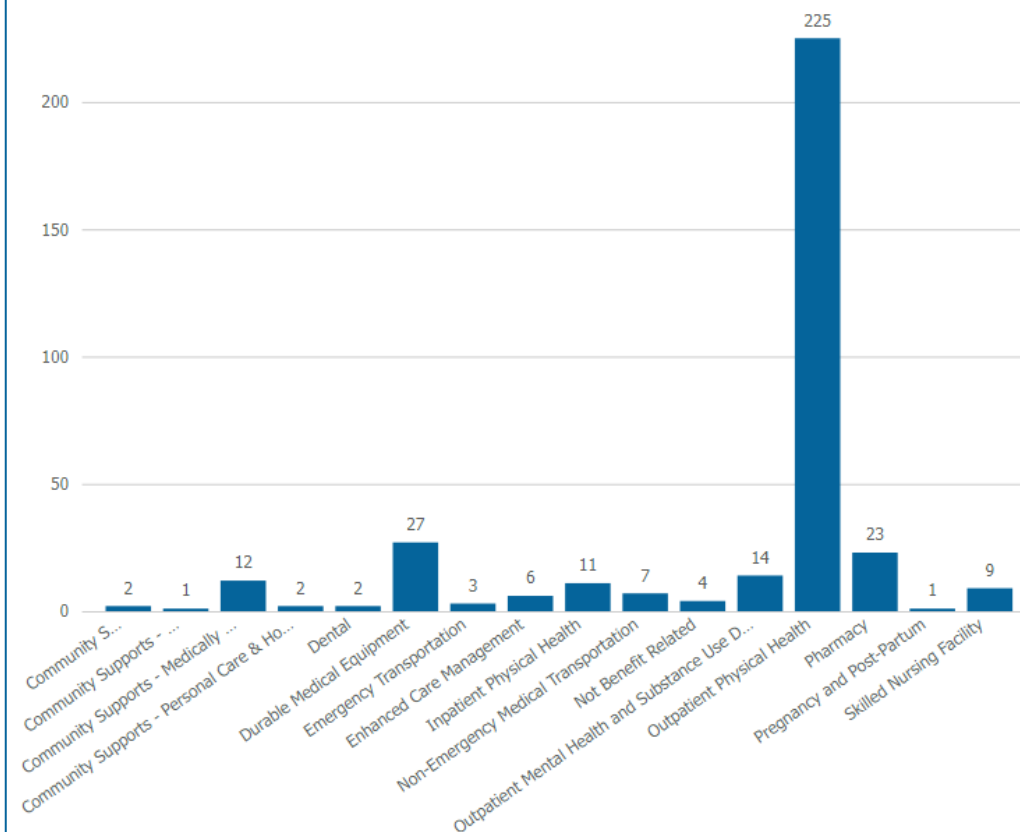Source: CCHP Appeals and Grievances Dashboard (Power BI) | Date Range: 8/1/2024 – 7/31/2025

Appeals by Outcome

Appeals by Outcome

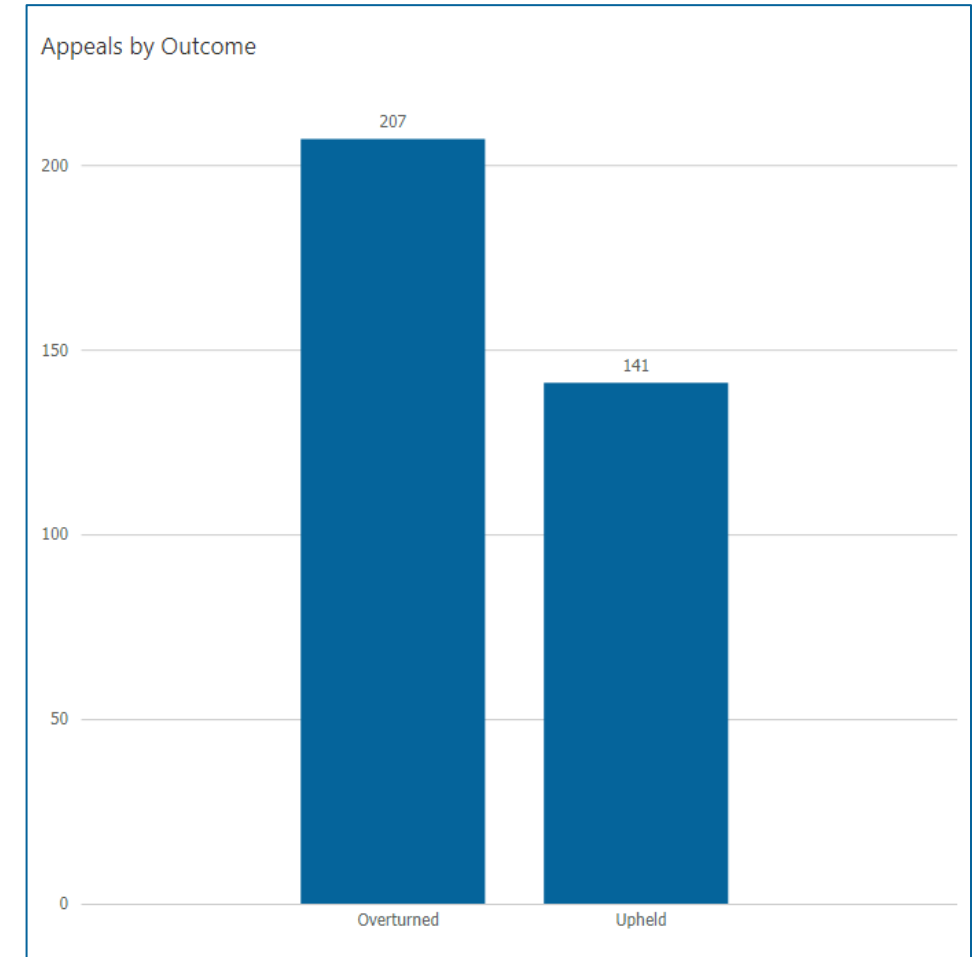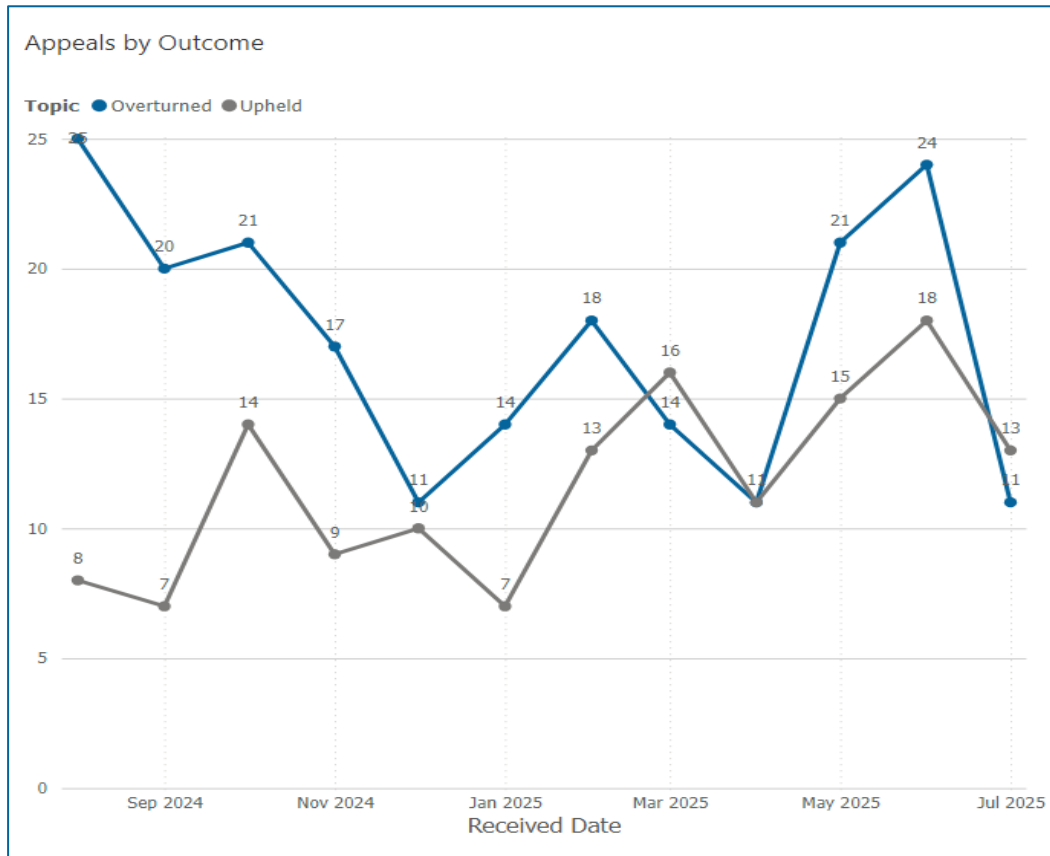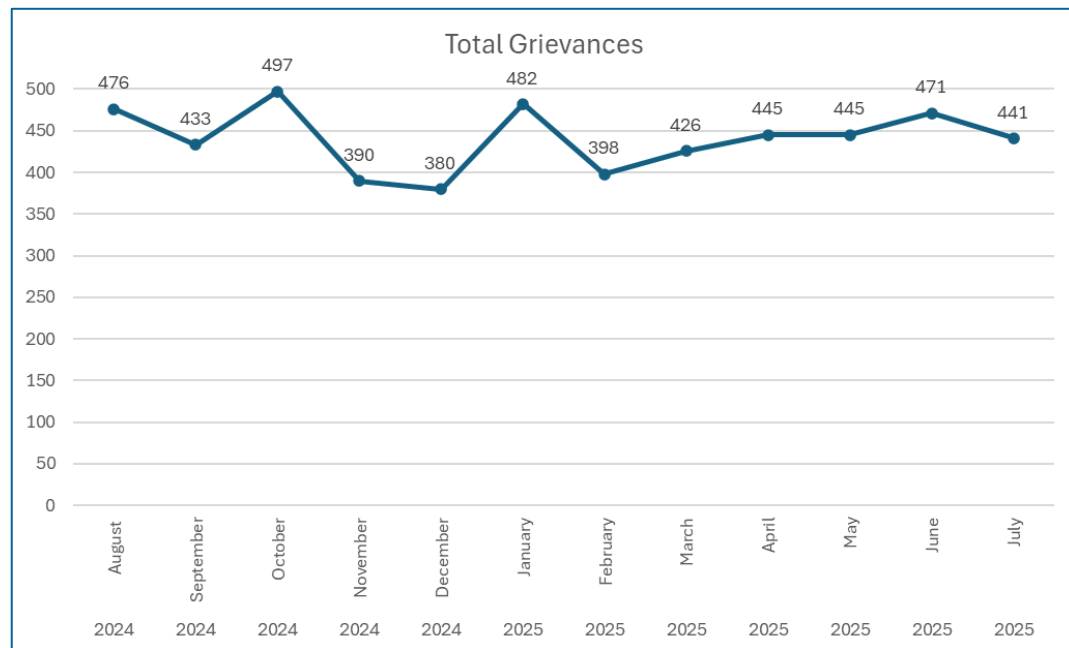Source: CCHP Appeals and Grievances Dashboard | Date Range: 8/1/2024 – 7/31/2025
Filter: Removed "Other" outcomes (member cancelled or not yet resolved)

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Total Grievances

Month	Value
August 2024	476
September 2024	433
October 2024	497
November 2024	390
December 2024	380
January 2025	482
February 2025	398
March 2025	426
April 2025	445
May 2025	445
June 2025	471
July 2025	441

Grievances by Issue Type

Topic ● Quality of Service ● Quality of Care ● Other Issues ● Denials ● Access

CCHP: 1.7 grievances per 100K member
California Medi-cal average: 3.1 grievances per 100K member
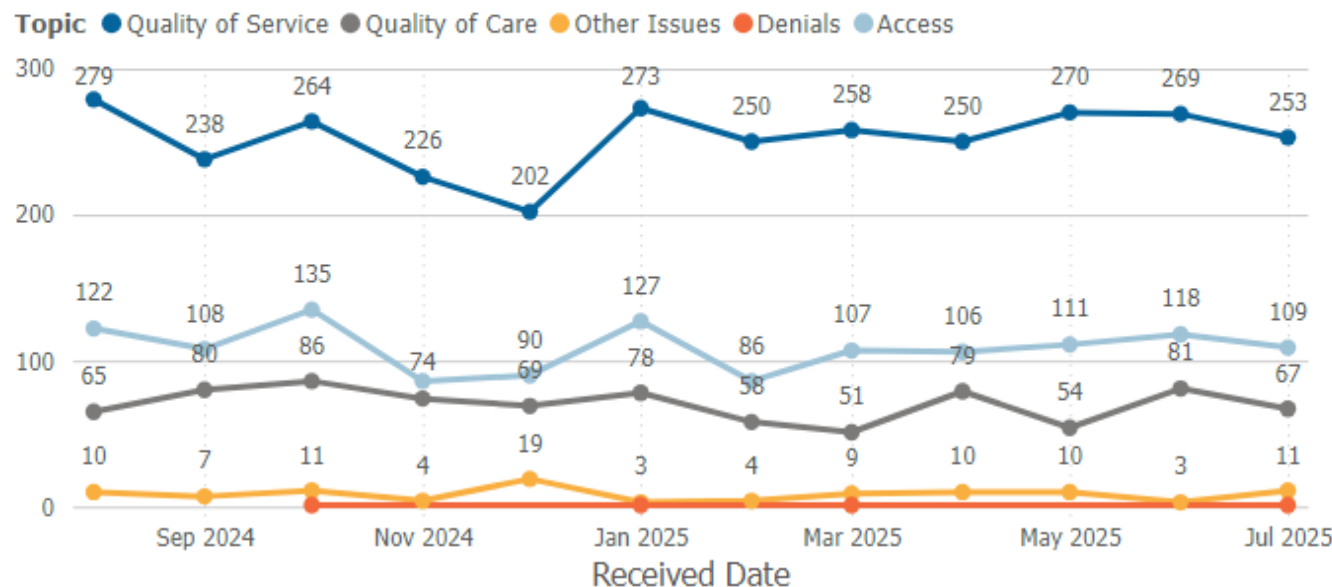
Access examples: physical access, provider availability, language access
Quality of Care examples: inappropriate care, provider grievances
Quality of Service examples: case management, provider/staff attitude, member materials
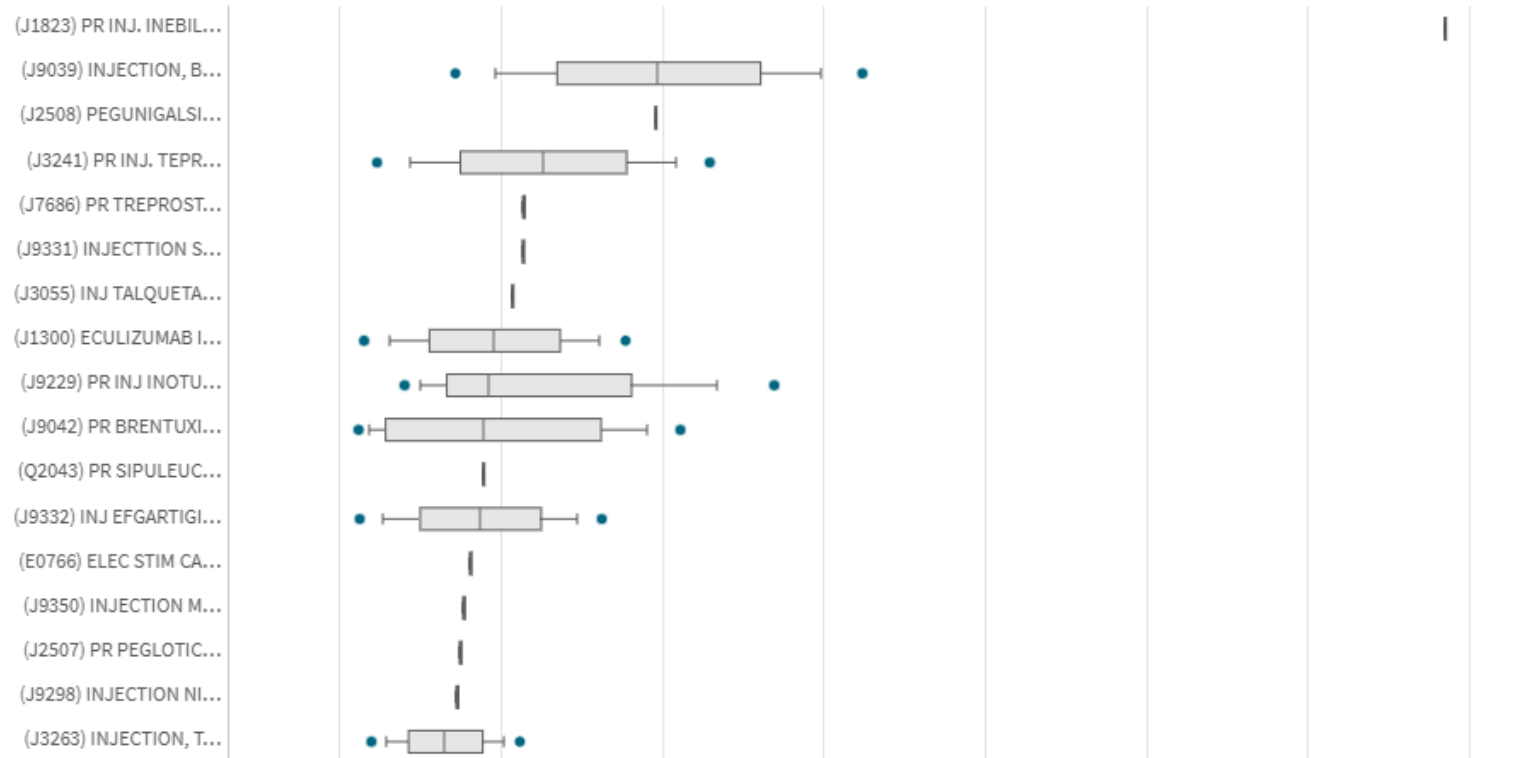Other Issues examples: Referrals, billing, appeal timeliness

Source: CCHP Appeals and Grievances Dashboard(Power BI) | Date Range: 8/1/2024 – 7/31/2025

Source: CCHP Billing Analysis Dashboard
Purpose: Real time statistical analysis of Claims data for Claims and Utilization Management