CONTRA COSTA HEALTH
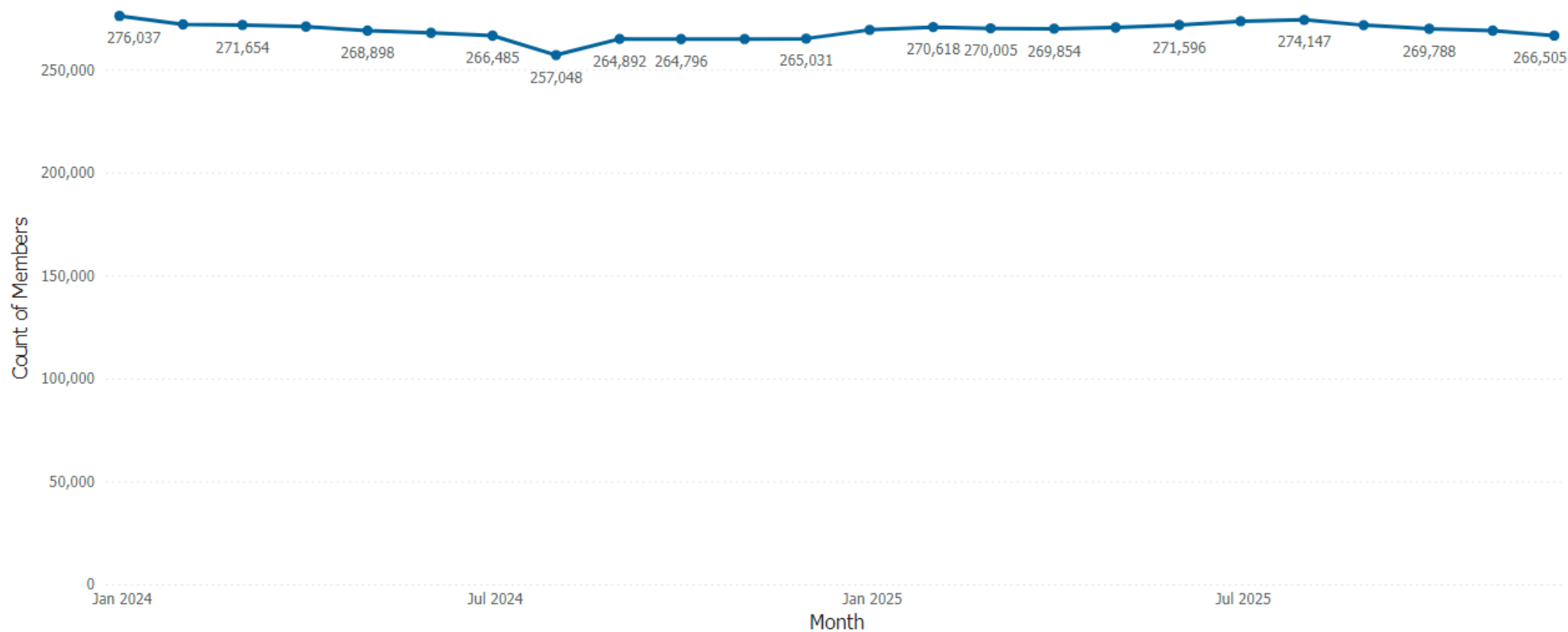
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5.0
CCHP IT Report

Presented by:
Bhumil Shah
Chief Information Officer
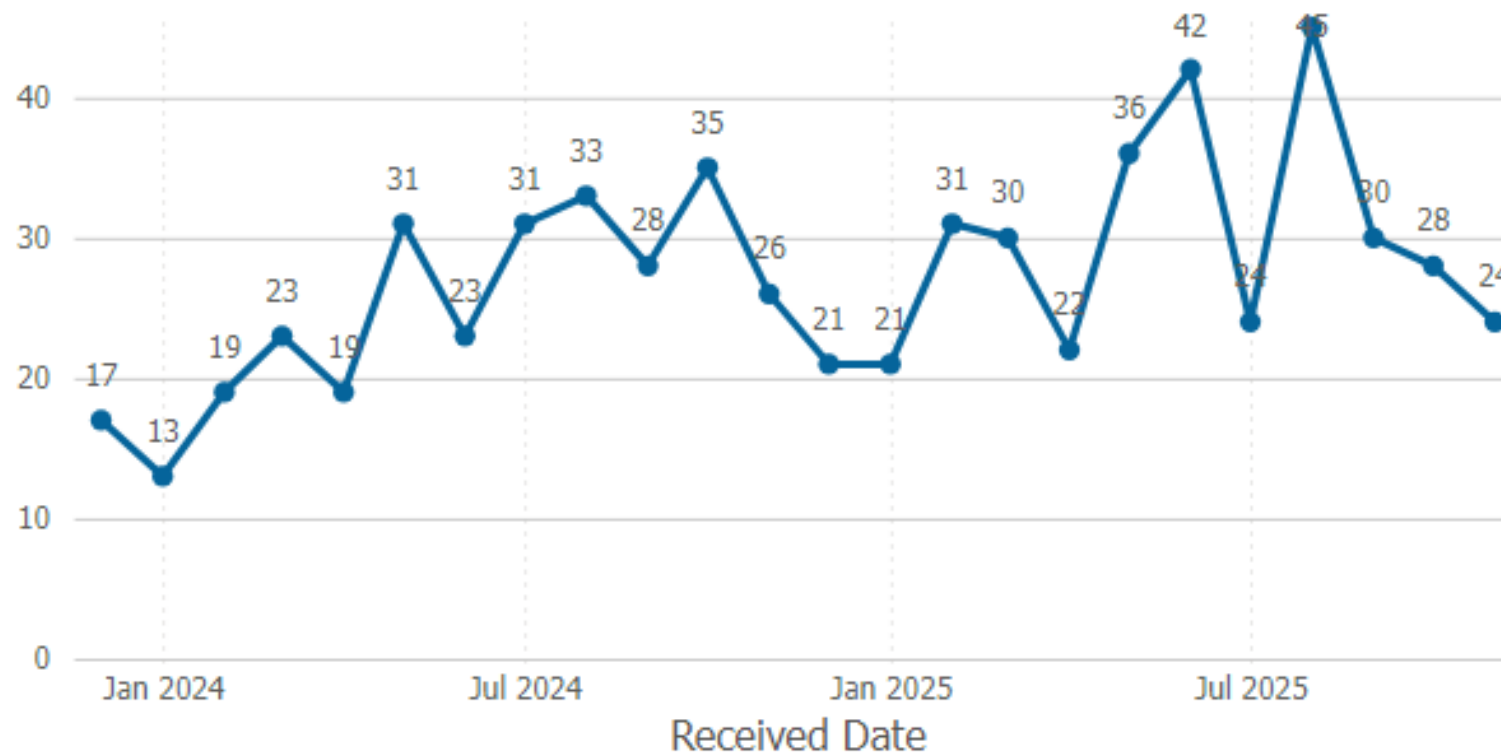
Count of Members
BY MONTH

Source: CCHP Population Health Dashboard (Power BI) as of 11/30/2025

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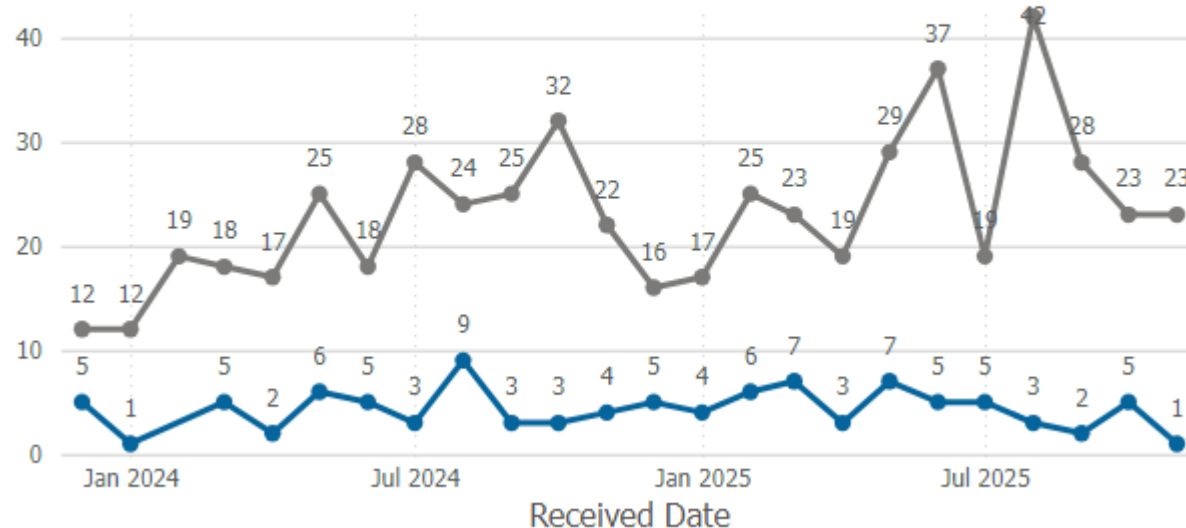cchealth.org

Total Appeals

Source: CCHP Appeals and Grievances Dashboard (Power BI) as of 11/26/2025

53

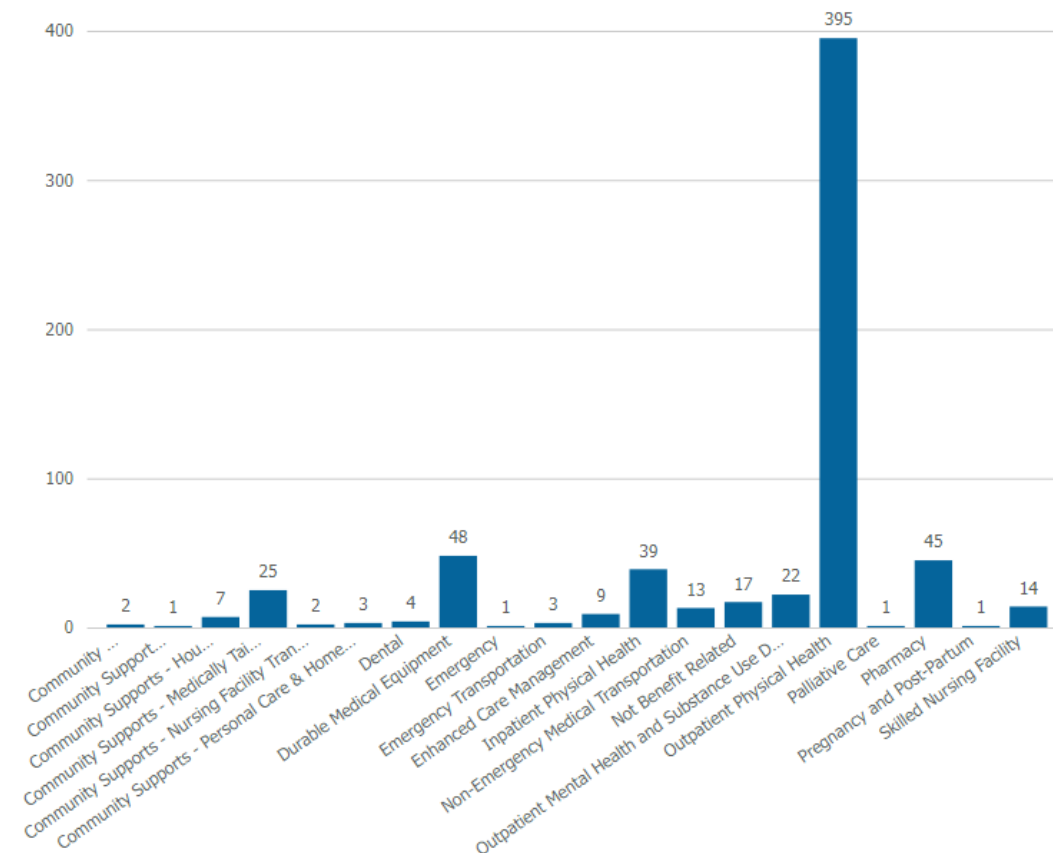![Contra Costa Health logo](cchealth.org)

Appeals by Topic

Topic ● Expedited Member Appeal ● Member Appeal

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)

Appeals by Benefit Type

Source: CCHP Appeals and Grievances Dashboard (Power BI) as of 11/26/2025

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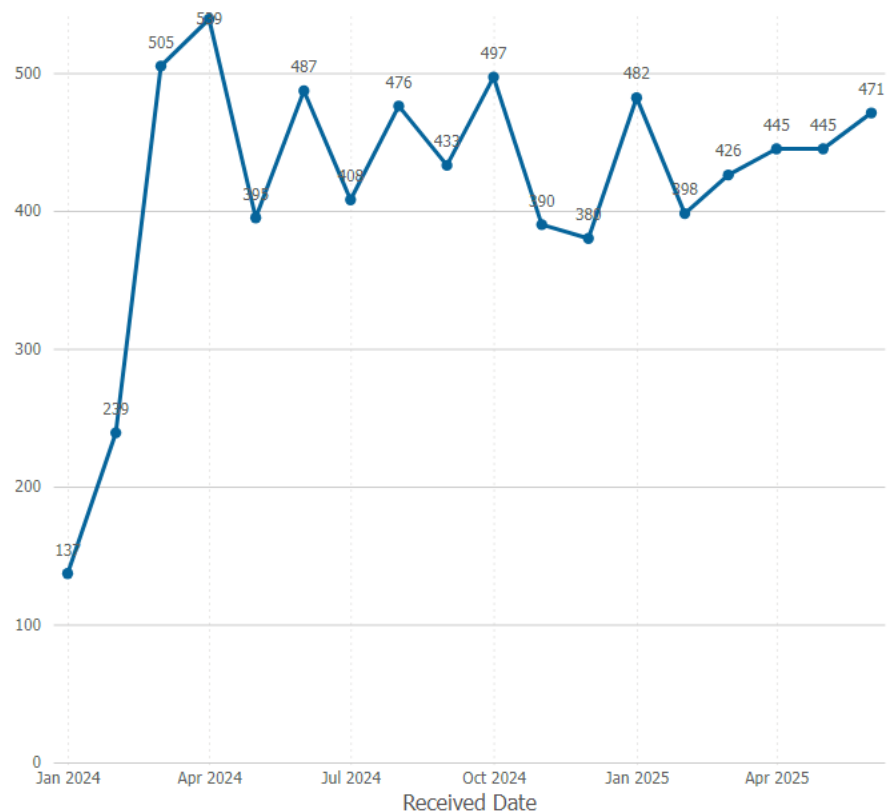Appeals by Outcome

Topic ● Overturned ● Upheld
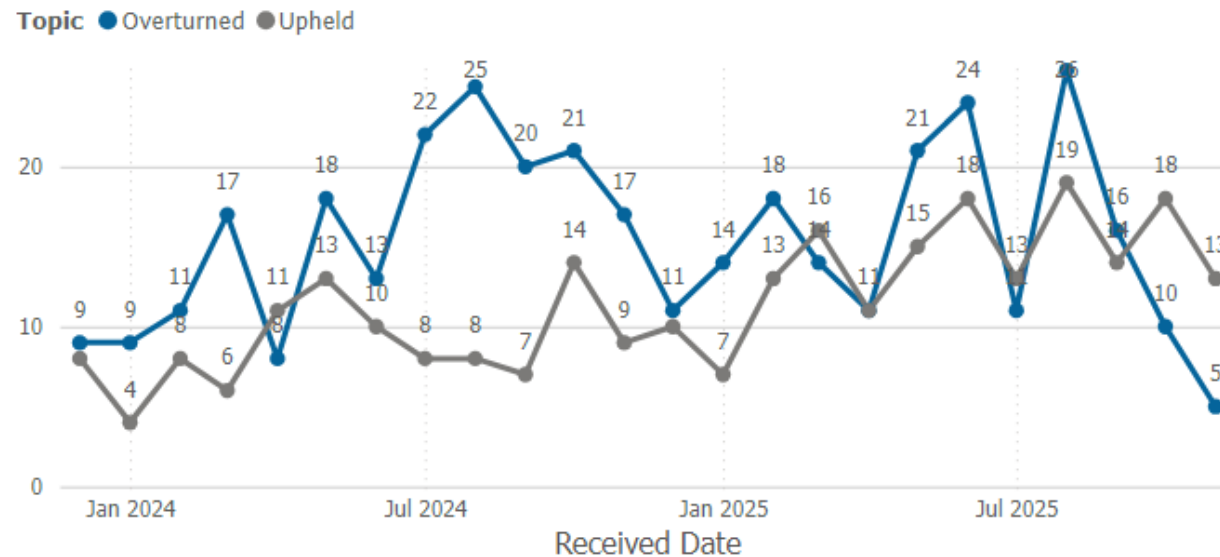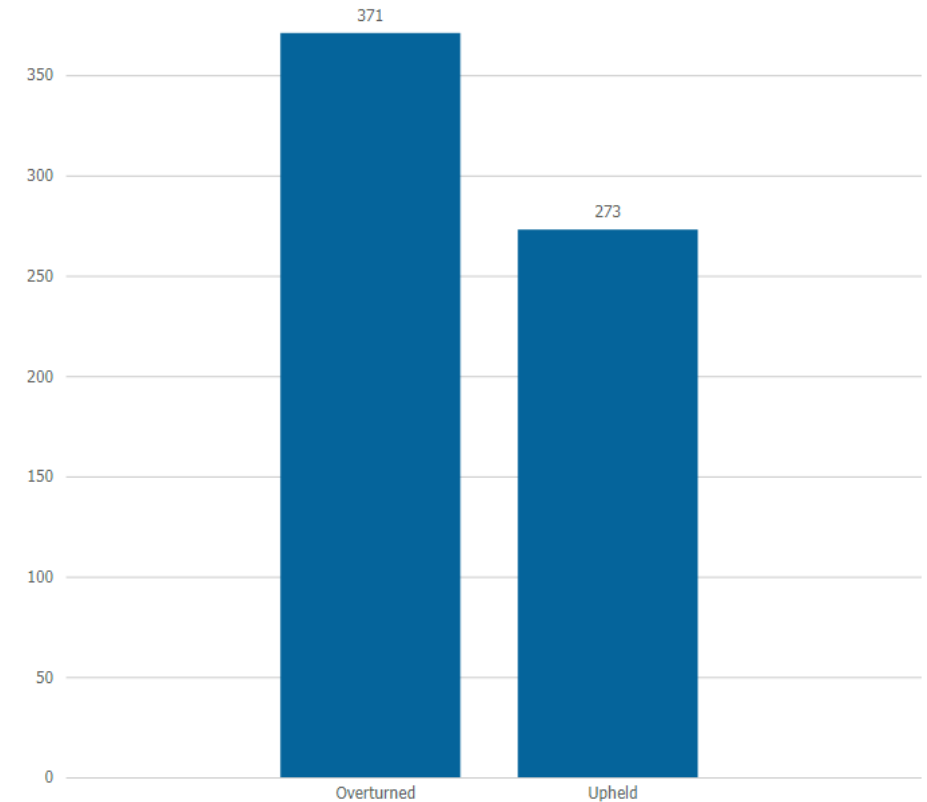
Appeals by Outcome

Source: CCHP Appeals and Grievances Dashboard as of 11/20/2025
Filter: Removed "Other" outcomes (member cancelled or not yet resolved)

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Total Grievances

CCHP: 1.7 grievances per 100K member
California Medi-cal average: 3.1 grievances per 100K member

Grievances by Issue Type

Topic ● Access ● Denials ● Other Issues ● Quality of Care ● Quality of Service
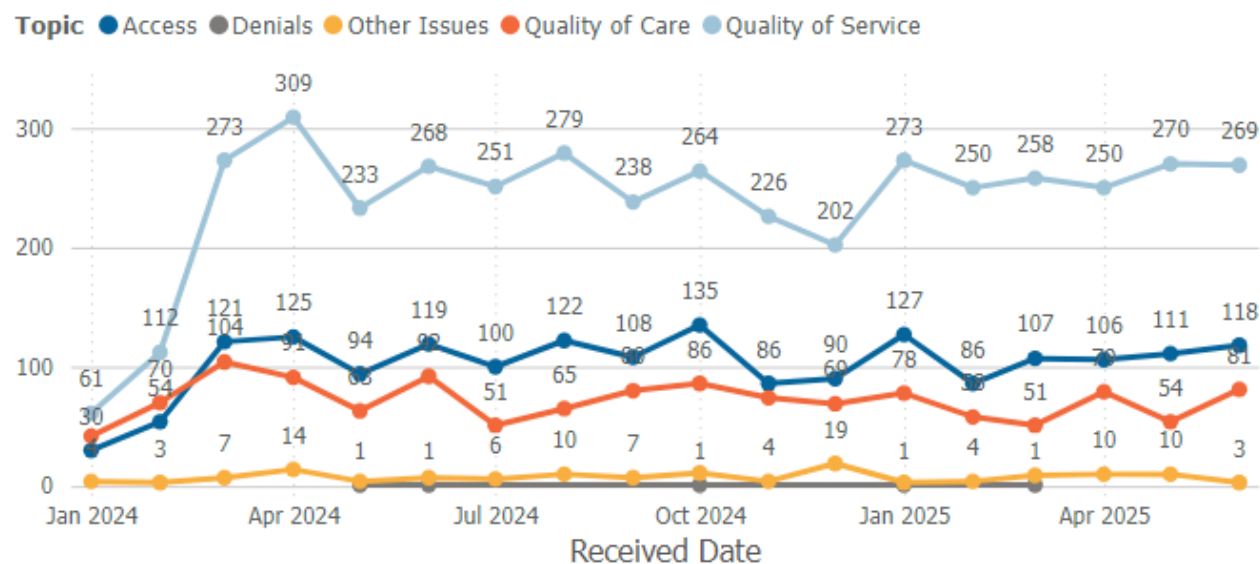
Access examples: physical access, provider availability, language access
Quality of Care examples: inappropriate care, provider grievances
Quality of Service examples: case management, provider/staff attitude, member materials
Other Issues examples: Referrals, billing, appeal timeliness

Source: CCHP Appeals and Grievances Dashboard(Power BI) as of 6/30/2025

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- Key In Progress IT Projects
  - o New Line of Business: D-SNP
  - o Regulatory: CMS Interoperability
  - o Member Rides: RoundTrip

- Key Upcoming IT Projects
  - o Data: New Dashboards
  - o Claims: Payment Integrity
  - o AI: Member Services, Claims and Compliance

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The D-SNP Program is a strategic enterprise initiative that enables us to serve members eligible for both Medicare and Medicaid through a fully compliant Dual Eligible Special Needs Plan. This program ensures we meet all CMS and State requirements while strengthening our capabilities in care coordination, data accuracy, and operational performance.

Key Metrics
- The program supports the exchange of approximately **100 D-SNP files** with CMS and DHCS.
- A total of **44 third-party systems** required detailed scoping and integration.
- The team documented over **1,200 system build decisions** to support readiness.
- Evaluated and improved **22 operational and technical workstreams.**
- Engagement with **8 new third-party vendors** necessitated new or revised contractual agreements.
- The D-SNP effort included **7 comprehensive testing phases**, executing more than **1,500 test scenarios**.
- Enrollment has reached **133 members** as of December 1.

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The Centers for Medicare & Medicaid Services (CMS) released the CMS Interoperability and Prior Authorization Final Rule (CMS-0057-F) on January 17, 2024. This final rule emphasizes the need to improve health information exchange to achieve appropriate and necessary access to health records for patients, healthcare providers, and payers.

The **CMS-0057-F final rule** requires specific healthcare payers—including Medicare Advantage organizations, state Medicaid and CHIP programs (FFS and managed care), and Qualified Health Plan (QHP) issuers on the Federally Facilitated Exchanges (FFEs)—to implement technical and operational changes to streamline prior authorization and improve data exchange.

Application Programming Interfaces (API)'s to be implemented:
- Patient Access API
- Provider Access API
- Payer to Payer API
- Prior Auth Support API
- Coverage Requirements Discovery API
- Documentation Templates and Rule API
- Provider Directory API

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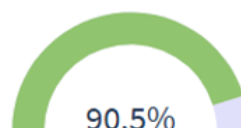
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Booked

129,018 Rides for
5,547 Unique Riders

Completed

78,277 Rides for
5,008 Unique Riders

Fulfillment Rate

90.5%

Monthly Ride Volume Trend
Includes All rides for the last 6 months ending 2025-11-30

Legend: ■ Canceled ■ Completed ■ Scheduled

Phase 1 NMT Launch

Phase 2 NEMT Launch

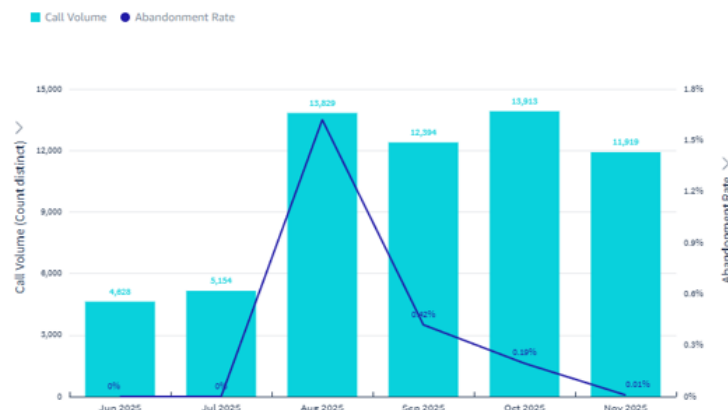| Month	Completed	Canceled	Total
Jun 2025	14,713	10,236	24,950
Jul 2025	16,769	11,247	28,018
Aug 2025	16,736	11,939	28,676
Sep 2025	19,429	12,589	32,020
Oct 2025	22,472	13,469	35,974
Nov 2025	19,640	12,554	32,349
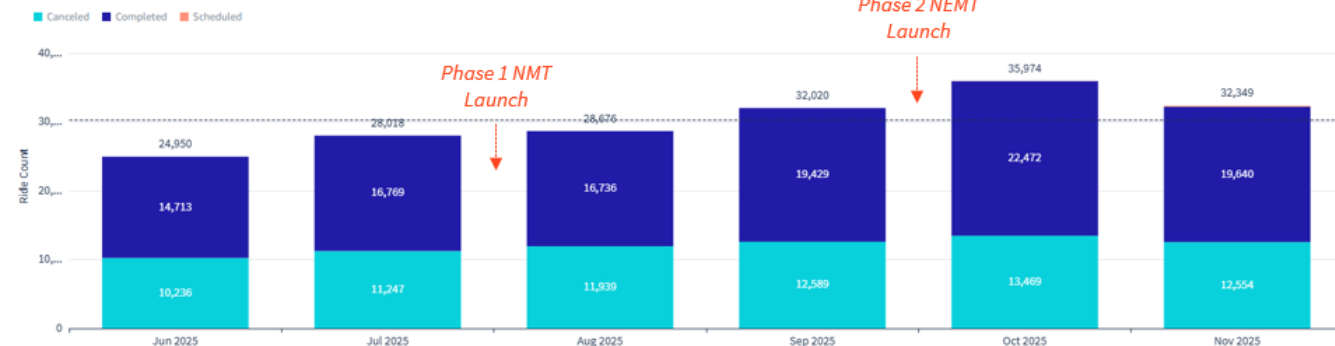
Key Accomplishments:
- New FHIR-integrated data flow for CCHP member data, enabling member search, eligibility check and booking seamlessly within Roundtrip booking portal
- New FWA control features, including:
  - Public Transit Check
  - In-Network Location Check
- Managed 150% increase in call volume, ride bookings and authorization checks

roundtrip

Call Volume Trend

Legend: ■ Call Volume ● Abandonment Rate

Month	Call Volume	Abandonment Rate
Jun 2025	4,828	0%
Jul 2025	5,154	0%
Aug 2025	13,829	—
Sep 2025	12,394	—
Oct 2025	13,913	0.19%
Nov 2025	11,919	0.21%

All Data from 08-1-25 thru 11-30-25

Vehicle & Payment Types

Payment Type

Vehicle Type	Facility	Total
Advanced life support	2	2
Basic life support	11	11
Medical sedan	95	95
Rideshare	73,418	73,418
Stretcher van	213	213
Taxi	3,507	3,507
Wheelchair	1,031	1,031
Total	**78,277**	**78,277**

Average Distance Per Transport
10.7 miles

Partners Completing Transports
12

Average Rider Transport Rating
4.8/5

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Public Comments

JCC Comments