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**To:** Contra Costa Health Plan Community Advisory Committee (CAC) Members

**From:** Jagjit Gosal, Clerical Supervisor of Central Appointment Unit

**Date:** June 11, 2026

**Subject:** Access to Appointment

### **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) .

**Access to Appointments** 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 appointments and solicit member feedback on this topic.

### **SUMMARY / DISCUSSION**

#### **Presentation Overview:**

Access to Appointments – A guide on how to schedule appointments primary care providers and specialty appointments at Contra Costa Regional Medical Center & Health Centers.

#### **What is the Appointment Unit?**

- We are a team of about 45 employees, answering nearly 30,000 calls each month.
- We help new and current patients schedule appointments with primary care and specialist providers.
- We also staff the financial counseling unit, helping patients with payment plans and insurance questions.
- We also update provider schedules to improve access and make it easier for patients to get the care they need.

#### **What are the appointment types?**

When patients call the Appointment Unit, they are usually looking to see a primary care provider or a specialist. Our clerks help figure out which type of care the patient needs, whether it's primary care or specialty care, and guide them to the right appointment.

- Primary Care appointments consist of Establish care visits, Return Patient appointments and short-notice appointments, which are sick visits within three days.

- Specialty Care appointments consist of Newly referred patient visits, or rescheduling of any return-patient appointments.

We also schedule lab appointments for the smaller centers like Concord, Antioch, and Brentwood

### **What appointment modes are available?**

In-person or Virtual are available to our patients.

Most providers offer a virtual visit option for patients they've seen before. Short-notice appts also include a virtual choice. When available, we ask patients which format they prefer.

### **How to book Appointments**

1. Monday – Friday 7am – 6pm Call 1 (800) 495-8885 to reach our call center.
2. MyChart

To improve patient experience and reduce call wait times, we encourage patients to sign up for MyChart. Through MyChart, patients can schedule appointments from a referral, book directly with their primary care provider, or find a short-notice appointment

**Requested Feedback:** Request members' feedback regarding access to appointments

### **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.