



CONTRA COSTA HEALTH

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To: Joint Conference Committee (JCC) Members

From: Bhupil Shah, Chief Information Officer, Contra Costa Health Information Technology (IT)

Date: June 5, 2026

Report Title: CCHP Executive Dashboard

RECOMMENDATIONS

C.3. ACCEPT the CCHP Executive Dashboard from Information Technology

FISCAL IMPACT

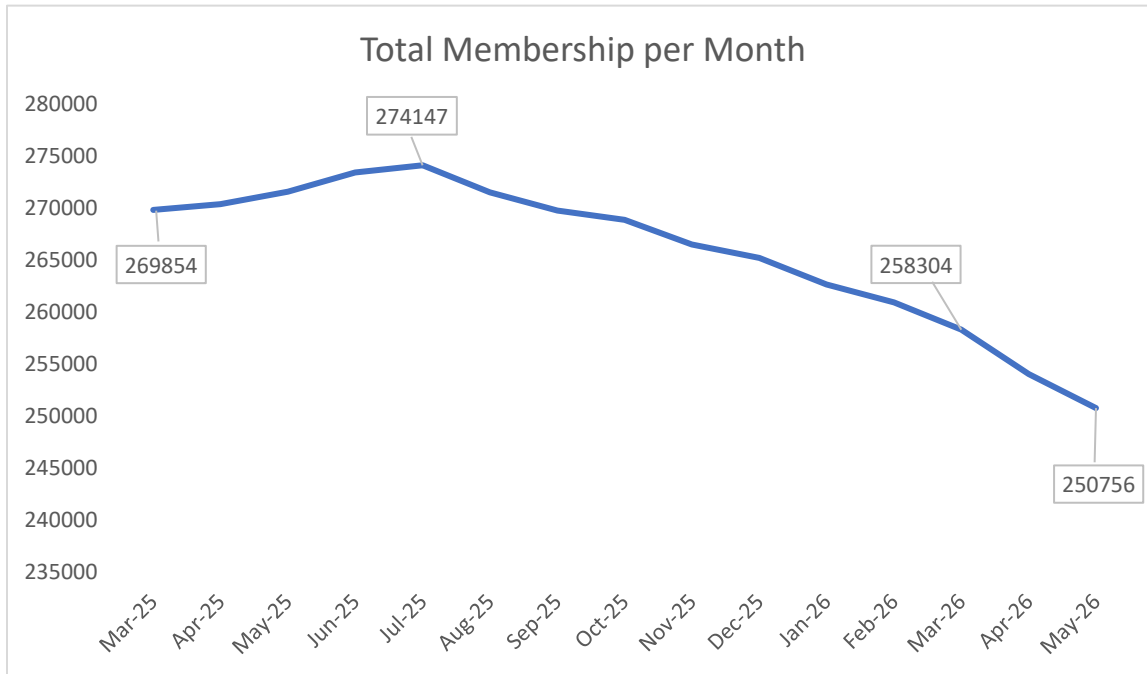
N/A

BACKGROUND

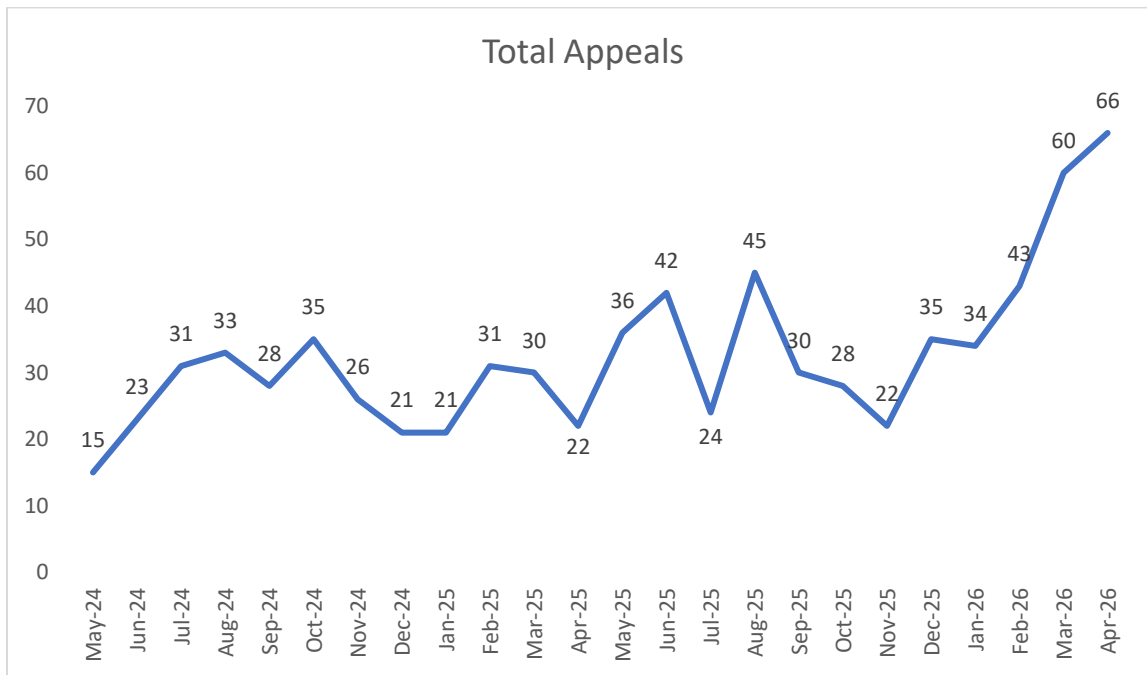
IT has built various dashboards for the Contra Costa Health Plan (CCHP). The charts show the following information:

- Membership decline
- Total appeals rising
 - Upheld appeal outcomes rising
- Grievances received by line of business: Medi-Cal, D-SNP and Commercial
 - Grievances by issue type: access, quality of care or quality of service
- Member Services Call Center AI Sentiment Analysis where scores are trending up

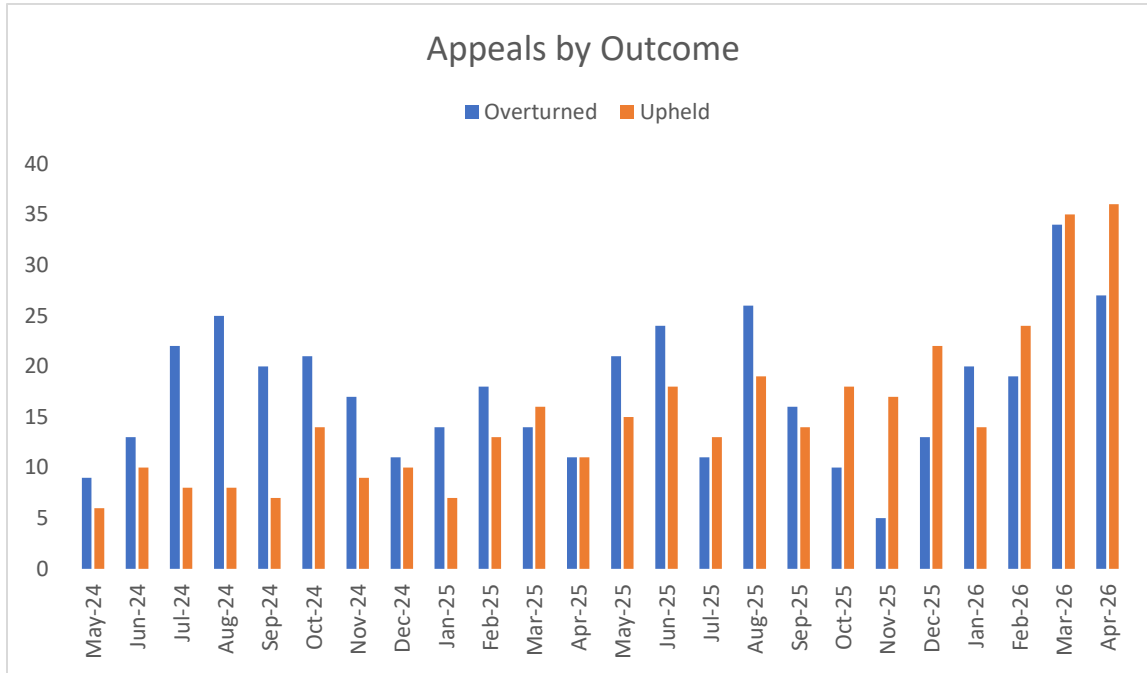
CCHP Population Health Dashboard (PowerBI) as of May 20, 2026.



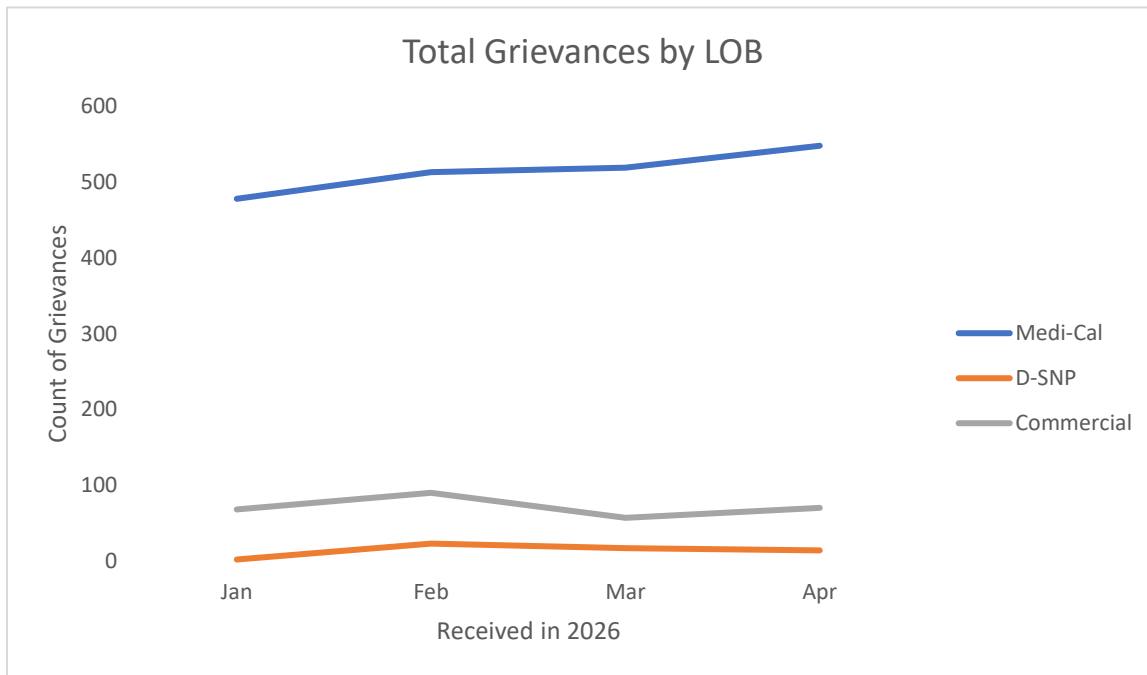
CCHP Appeals and Grievances Dashboard (PowerBI) as of May 20, 2026.



CCHP Appeals and Grievances Dashboard (PowerBI) as of May 20, 2026.

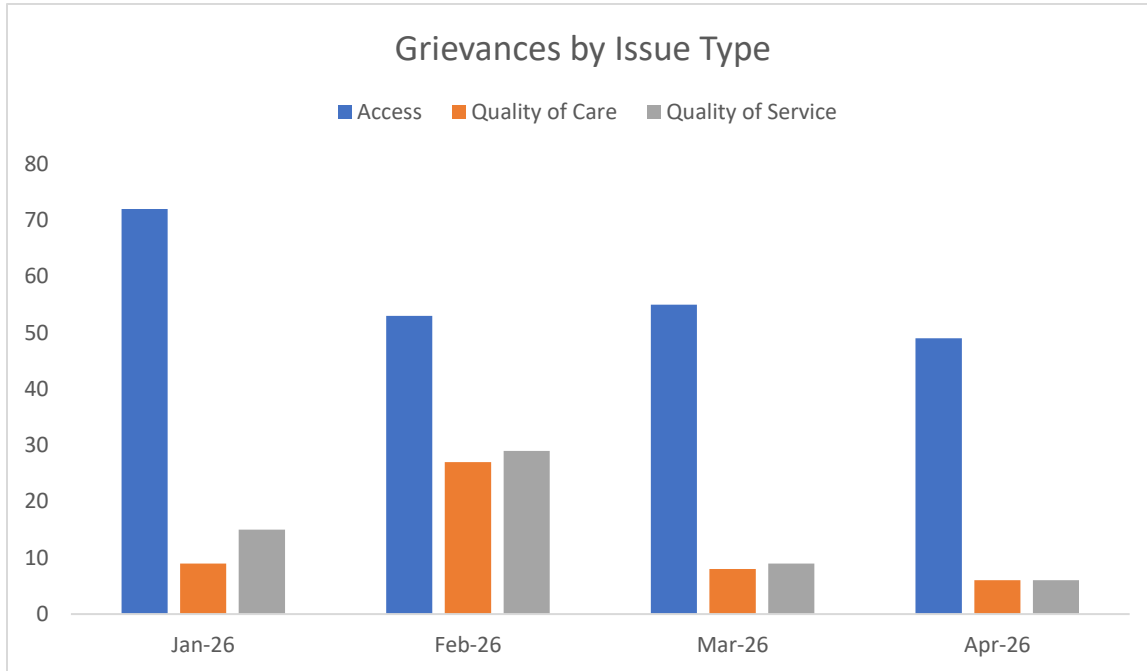


CCHP Appeals & Grievances Dashboard (PowerBI) as of May 13, 2026.



2.1 Medi-Cal grievances per 100,000 members. The average in California is 3.1 Medi-Cal grievances per 100,000 members.

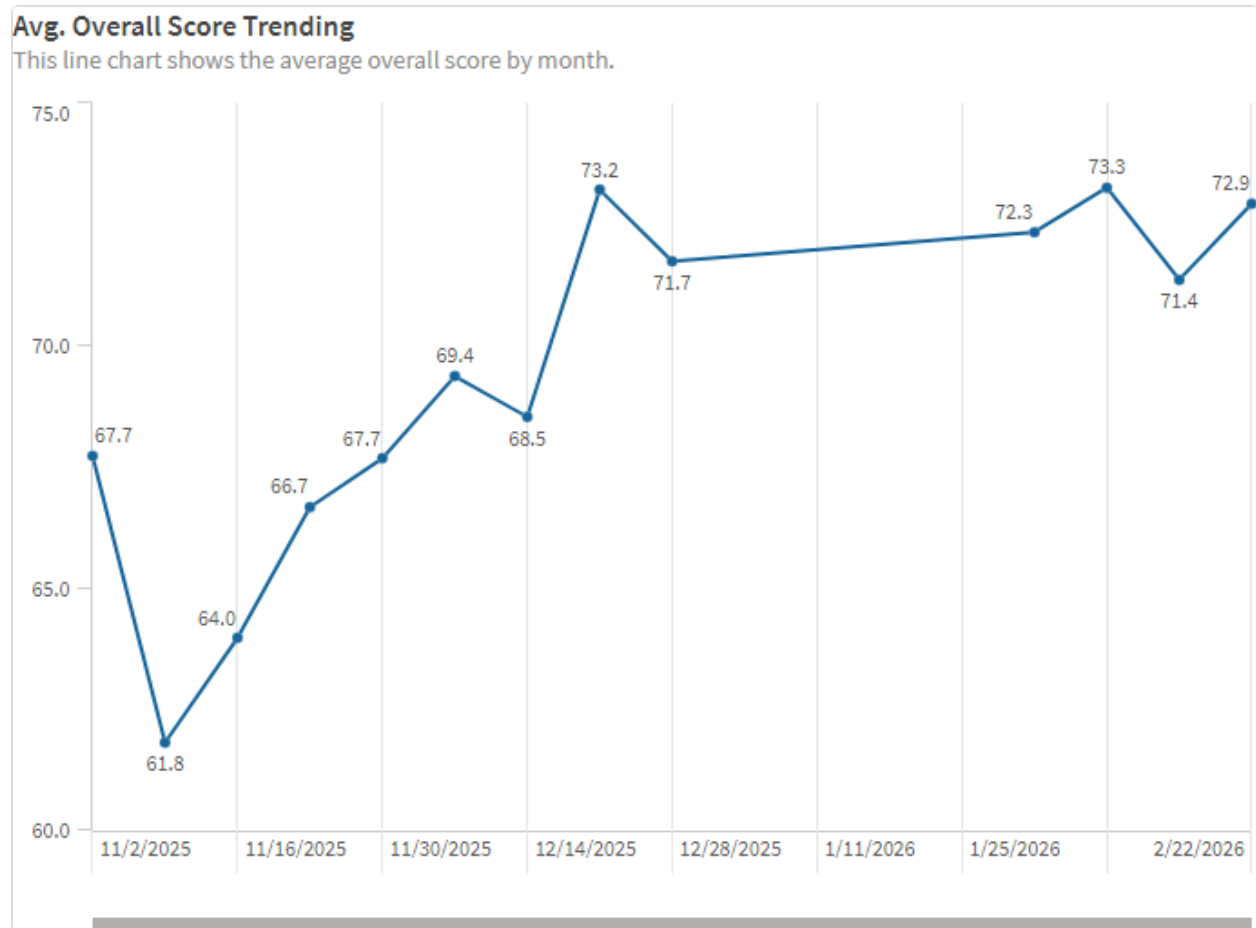
CCHP Appeals & Grievances Dashboard (PowerBI) as of May 13, 2026.



Grievances received from January through April 2026 regarding access, quality of care and quality of service.

- Top grievances related to access issues were Primary Care Physician (PCP) changes, specialist changes and transportation access.
- Top grievances related to quality of care were communication issues. In more than half of the cases received, the complaints were retracted because care was determined adequate.
- Top grievances related to quality of service were that members needed care management, members needed more information on benefits or the complaints were about providers.

CCHP Call Center Dashboard (Qlik) as of May 20, 2026. Member Services Call Center AI Sentiment Analysis.



CONSEQUENCE OF NEGATIVE ACTION

If this action is not accepted, the Board will not receive the required update on CCHP Executive Dashboard.