

CONTACT:

Bridget Kelly
Director, Communications
714-246-8765
bkelly@caloptima.org

FOR IMMEDIATE RELEASE

**CALOPTIMA IMPLEMENTS NEW NCQA MEMBER CONNECTION
STANDARDS TO IMPROVE ACCESS TO CARE**

Includes New Online Tools and Nurse Advice Phone Line

ORANGE, Calif. (August 4, 2015) — CalOptima has implemented new online member connection standards to facilitate access to quality services provided as part of its health plan reaccreditation goal with the National Committee For Quality Assurance (NCQA). These standards are part of CalOptima's continued commitment to providing more than 736,000 Orange County residents with enhanced, easy-to-navigate tools to improve each member's access to quality health care.

"CalOptima was an early adopter when we made the commitment last September to implement the NCQA member connection standards by July 1. We did it because CalOptima believes it is absolutely the right thing to do for our members," said Kelly Kimmert, director, Quality and Analytics at CalOptima. "This is the gold standard unique to a Medicaid plan. It further enhances our dedication to quality standards of health care for our members."

The nine member connection standards include tools on CalOptima's website to order new identification cards, change their primary care provider, access pharmacy information and more. Members can also have peace of mind in the middle of the night if their loved ones are sick or not feeling well by calling CalOptima's toll-free 24 hour nurse advice phone line. Registered nurses can help members decide if a visit to urgent care or the emergency room is needed, or provide advice to take care of things at home until the person can see their doctor.

Other member standards feature health appraisal and coaching tools, provider search tools, timely and accurate information about claims, and additional quality initiatives targeted to improve member health and close gaps in care.

CalOptima members can visit <http://bit.ly/1gg4eOg> to learn more about the online tools. They can contact CalOptima customer service at 1-888-587-8088. TDD/TTY users can call 1-800-735-2929. CalOptima's nurse advice phone line can be reached toll-free at 1-844-447-8441 or TDD/TTY at 1-844-514-3774.

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About CalOptima

A county organized health system, CalOptima provides publicly funded health care coverage for low-income children, adults, seniors and people with disabilities in Orange County, Calif. CalOptima's mission is to provide members with access to quality health care services delivered in a cost-effective and compassionate manner. In total, CalOptima serves more than 736,000 members with a network of more than 7,000 primary care doctors and specialists, as well as 30 hospitals.

About NCQA

NCQA is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS[®]) is the most widely used performance measurement tool in health care.