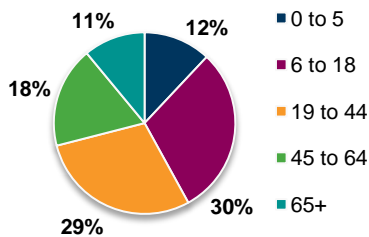


Mission: To provide members with access to quality health care services delivered in a cost-effective and compassionate manner

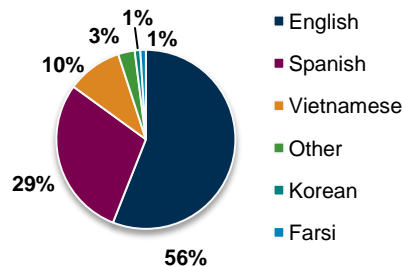
Membership Data as of March 31, 2017

<p>Total CalOptima Membership</p> <h1>793,442</h1>	Program	Members
	Medi-Cal	775,881
	OneCare Connect	16,086
	OneCare (HMO SNP)	1,278
	Program of All-Inclusive Care for the Elderly (PACE)	197

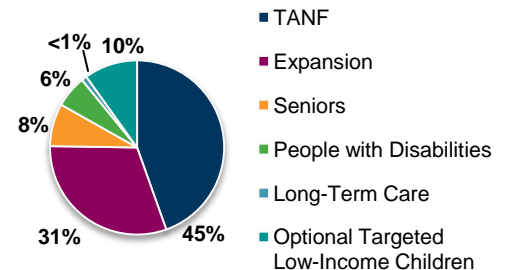
Member Age (All Programs)



Languages Spoken (All Programs)



Medi-Cal Aid Categories



Financial Information FY 2016-17 Budget

Program	Annual Budgeted Revenue	% Total Budgeted Revenue
Medi-Cal	\$2,821,016,503	83.32%
OneCare Connect	\$533,118,659	15.75%
OneCare	\$16,771,979	0.50%
PACE	\$14,540,515	0.43%
Other	\$255,419	0.01%

Total Budgeted Annual Revenue

\$3.4 billion

Current Reserves = \$665.8 million
(as of March 31, 2017)

CalOptima spends more than 96 cents of every dollar on member care.



Community Focus

CalOptima is viewed as a trusted source in the community to provide updated and accurate information about the local impact of the Affordable Care Act (ACA) and Medi-Cal. CalOptima supports local community stakeholders through:

79 community activities including:

- Health Fairs
- Town Halls
- Workshops
- Speaking Engagements
- Community Health Care Coalition Meetings
- Health Care Committee Meetings
- Community, Stakeholder and Public Events

Program Quality

For the third year in a row, CalOptima was recognized for top quality care for Medi-Cal members in California, according to the NCQA's Medicaid Health Insurance Plan Ratings 2016–2017.

- CalOptima received an overall rating of **4 out of 5**. This is the **highest rating among California Medi-Cal plans** that reported full data to NCQA.

NCQA has awarded an accreditation status of Commendable to CalOptima Medi-Cal.



Member Satisfaction

2,771 — Average number of customer service calls per day in March 2017.

97 percent of CalOptima members surveyed reported **satisfaction** with physician interaction and communication.

93 percent of attendees rate the CalOptima new member orientation as good or excellent.

Provider Network

CalOptima has a strong provider network contracted to serve our members.

1,601 primary care providers

5,824 specialists

31 acute and rehab hospitals

35 community health centers

521 pharmacies

96 long-term care facilities

Sources

1. Membership Data and Fiscal Year 2016-17 Operating Budget: Based on unaudited financials. Medi-Cal enrollment includes MSSP.
2. Community Focus: CalOptima Public Affairs data.
3. Program Quality: National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Ratings 2016–2017.
4. Member Satisfaction: CalOptima Customer Service and Provider Relations data.
5. Provider Network: CalOptima contracting data.