

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

## Membership Data as of June 30, 2017

<p>Total CalOptima Membership</p> <p><b>789,066</b></p>	Program	Members
	Medi-Cal	772,228
	OneCare Connect	15,505
	OneCare (HMO SNP)	1,121
	Program of All-Inclusive Care for the Elderly (PACE)	212

### Member Age (All Programs)

12%	0 to 5
30%	6 to 18
29%	19 to 44
18%	45 to 64
11%	65+

### Languages Spoken (All Programs)

56%	English
29%	Spanish
10%	Vietnamese
2%	Other
1%	Korean
1%	Farsi
<1%	Chinese
<1%	Arabic

### Medi-Cal Aid Categories

45%	Temporary Assistance for Needy Families
31%	Expansion
10%	Optional Targeted Low-Income Children
8%	Seniors
6%	People with Disabilities
<1%	Long-Term Care

## 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 = \$711.5 million  
(as of June 30, 2017)

Note: Fast Facts for September 2017 will include the Fiscal Year 2017-18 Operating Budget and Membership Data as of July 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:

### **41 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

**2,300** — Average number of customer service calls per day in June 2017.

Approximately **89 percent** of CalOptima members surveyed reported **satisfaction** with physician interaction and communication.

**97 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.

**1,591** primary care providers

**5,915** specialists

**30** acute and rehab hospitals

**36** community health centers

**513** 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 Quality Analytics data.
5. Provider Network: CalOptima contracting data.