

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

Membership Data as of September 30, 2017

<p>Total CalOptima Membership</p> <h1>796,181</h1>	Program	Members
	Medi-Cal	779,284
	OneCare Connect	15,265
	OneCare (HMO SNP)	1,404
	Program of All-Inclusive Care for the Elderly (PACE)	228

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 2017-18 Budget

Program	Annual Budgeted Revenue	% Total Budgeted Revenue
Medi-Cal	\$2,835,653,991	88.99%
OneCare Connect	\$314,293,716	9.86%
OneCare	\$17,160,358	0.54%
PACE	\$19,495,986	0.61%
Other	\$42,774	0.00%

Total Budgeted Annual Revenue

\$3.2 billion

Current Reserves = \$724.8 million
(as of September 30, 2017)

Note: The Fiscal Year 2017-18 Operating Budget started on July 1, 2017.

CalOptima spends nearly 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:

82 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 fourth 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 2017–2018.

- CalOptima has 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

2,631 — Average number of customer service calls per day in September 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.

1,593 primary care providers

6,092 specialists

30 acute and rehab hospitals

36 community health centers

526 pharmacies

97 long-term care facilities

Sources

1. Membership Data and Fiscal Year 2017-18 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 2017–2018.
4. Member Satisfaction: CalOptima Customer Service and Provider Relations data.
5. Provider Network: CalOptima contracting data.