

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, 2018

Total CalOptima Membership 788,700	Program	Members
	Medi-Cal	772,321
	OneCare Connect	14,793
	OneCare (HMO SNP)	1,335
	Program of All-Inclusive Care for the Elderly (PACE)	251

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
28%	Spanish
11%	Vietnamese
2%	Other
1%	Korean
1%	Farsi
<1%	Chinese
<1%	Arabic

Medi-Cal Aid Categories

44%	Temporary Assistance for Needy Families
31%	Expansion
11%	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 = \$728.9 million
 (as of March 31, 2018)

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 changes to the local health care landscape. CalOptima supports local community stakeholders through:

54 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

2,962 — Average number of customer service calls per day in March 2018.

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.

1,586 primary care providers

6,350 specialists

30 acute and rehab hospitals

39 community health centers

534 pharmacies

99 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.