

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

Membership Data as of July 31, 2018

Total CalOptima Membership 778,534	Program	Members
	Medi-Cal	760,472
	OneCare Connect	16,399
	OneCare (HMO SNP)	1,390
	Program of All-Inclusive Care for the Elderly (PACE)	273

Note: This edition of Fast Facts includes the Fiscal Year 2018–19 Membership Data, which started on July 1, 2018.

Member Age (All Programs)	Languages Spoken (All Programs)	Medi-Cal Aid Categories
12% 0 to 5	56% English	44% Temporary Assistance for Needy Families
30% 6 to 18	28% Spanish	32% Expansion
29% 19 to 44	11% Vietnamese	10% Optional Targeted Low-Income Children
18% 45 to 64	2% Other	8% Seniors
11% 65+	1% Korean	6% People with Disabilities
	1% Farsi	<1% Long-Term Care
	<1% Chinese	
	<1% Arabic	

Financial Information FY 2018–19 Budget

Program	Annual Budgeted Revenue	% Total Budgeted Revenue
Medi-Cal	\$3,105,673,528	89.7%
OneCare Connect	\$308,598,939	8.9%
OneCare	\$19,357,913	0.6%
PACE	\$26,932,264	0.8%

Total Budgeted Annual Revenue

\$3.5 billion

Current Reserves = \$766.6 million (as of July 1, 2018)

Note: This edition of Fast Facts includes the Fiscal Year 2018–19 Operating Budget which started on July 1, 2018.

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:

29 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

2,509 — Average number of customer service calls per day in July 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

6,466 specialists

24 acute and rehab hospitals

40 community health centers

548 pharmacies

100 long-term care facilities

Sources

1. Membership Data and Fiscal Year 2018-19 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.