# CalOptima
Better. Together.
A Public Agency

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

## Membership Data as of December 31, 2018

**Total CalOptima Membership**

**766,194**

| Program | Members |
|---|---|
| Medi-Cal | 750,159 |
| OneCare Connect | 14,301 |
| OneCare (HMO SNP) | 1,435 |
| Program of All-Inclusive Care for the Elderly (PACE) | 299 |

Note: The Fiscal Year 2018-19 Membership Data started on July 1, 2018.

### Member Age (All Programs)

| | |
|---|---|
| **11%** | 0 to 5 |
| **30%** | 6 to 18 |
| **29%** | 19 to 44 |
| **18%** | 45 to 64 |
| **12%** | 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

| | |
|---|---|
| **43%** | Temporary Assistance for Needy Families |
| **32%** | Expansion |
| **10%** | Optional Targeted Low-Income Children |
| **9%** | Seniors |
| **6%** | People with Disabilities |
| **<1%** | Long-Term Care |

## Financial Information FY 2018–19 Budget

| Program | Annual Budgeted Revenue | % Total Budgeted Revenue |
|---|---|---|
| Medi-Cal | $3,105,673,528 | 89.74% |
| OneCare Connect | $308,598,939 | 8.92% |
| OneCare | $19,357,913 | 0.56% |
| PACE | $26,932,264 | 0.78% |

Note: Fiscal Year 2018-19 Operating Budget started on July 1, 2018.

**Total Budgeted Annual Revenue**

**$3.5** billion

Current Reserves = $812.6 million
(as of December 31, 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:

**55 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 fifth 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 2018–2019.

- 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.

**ACCREDITED NCQA HEALTH PLAN COMMENDABLE**

# Member Satisfaction

**1,596 —** Average number of customer service calls per day in December 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.

**1,582** primary care providers

**6,803** specialists

**23** acute and rehab hospitals

**32** community health centers

**565** pharmacies

**100** long-term care facilities