

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, 2019

<p>Total CalOptima Membership</p> <h1>767,279</h1>	Program	Members
	Medi-Cal	751,343
	OneCare Connect	14,128
	OneCare (HMO SNP)	1,488
	Program of All-Inclusive Care for the Elderly (PACE)	320

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

Member Age (All Programs)

11%	0 to 5
29%	6 to 18
29%	19 to 44
19%	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 = \$873.5 million
(as of March 31, 2019)

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:

56 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.



Member Satisfaction

2,506 — Average number of customer service calls per day in March 2019.

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

100 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.

- 1,579** primary care providers
- 6,828** specialists
- 38** acute and rehab hospitals
- 32** community health centers
- 569** pharmacies
- 100** long-term care facilities
- 5** PACE alternate care settings

Sources

1. Membership Data and Fiscal Year 2018-19 Operating Budget: Based on unaudited financials. Medi-Cal enrollment includes Multipurpose Senior Services Programs.
2. Community Focus: CalOptima Public Affairs data.
3. Program Quality: National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Ratings 2018–2019.
4. Member Satisfaction: CalOptima Customer Service and Provider Relations data.
5. Provider Network: CalOptima contracting data.