CalOptima
A Public Agency
Better. Together.

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

Membership Data as of October 31, 2019

Total CalOptima Membership

743,465

Program	Members
Medi-Cal*	727,437
OneCare Connect	14,093
OneCare (HMO SNP)	1,567
Program of All-Inclusive Care for the Elderly (PACE)	368

Note: The Fiscal Year 2019-20 Membership Data began on July 1, 2019.
*Includes prior year adjustment

Member Age (All Programs)		Languages Spoken (All Programs)		Medi-Cal Aid Categories	
11%	0 to 5	**56%**	English	**42%**	Temporary Assistance for Needy Families
29%	6 to 18	**27%**	Spanish	**32%**	Expansion
29%	19 to 44	**11%**	Vietnamese	**10%**	Optional Targeted Low-Income Children
19%	45 to 64	**2%**	Other	**9%**	Seniors
12%	65+	**1%**	Korean	**6%**	People with Disabilities
		1%	Farsi	**<1%**	Long-Term Care
		<1%	Chinese	**<1%**	Other
		<1%	Arabic		

Financial Information FY 2019–20 Budget

Program	Annual Budgeted Revenue	% Total Budgeted Revenue
Medi-Cal	$3,223,902,036	90.41%
OneCare Connect	$286,554,214	8.04%
OneCare	$19,619,684	0.55%
PACE	$35,690,018	1.00%

Note: Fiscal Year 2019–20 Operating Budget began on July 1, 2019.

Total Budgeted Annual Revenue

$3.6 billion

Current Reserves = $950.6 million (as of October 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:

62 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 sixth 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 2019–2020.

- CalOptima has one of 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

2,906 — Average number of customer service calls per day in October 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.

1,570 primary care providers

6,981 specialists

40 acute and rehab hospitals

35 community health centers

570 pharmacies

100 long-term care facilities

5 PACE alternate care settings