

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

Membership Data as of July 30, 2020

Total CalOptima Membership 767,745	Program	Members
	Medi-Cal*	751,373
	OneCare Connect	14,465
	OneCare (HMO SNP)	1,525
	Program of All-Inclusive Care for the Elderly (PACE)	382

Note: Fiscal Year 2020-21 Membership Data began on July 1, 2020
* Includes prior year adjustment

Member Age (All Programs)	Languages Spoken (All Programs)	Medi-Cal Aid Categories
11% 0 to 5	57% English	42% Temporary Assistance for Needy Families
29% 6 to 18	27% Spanish	33% Expansion
30% 19 to 44	11% Vietnamese	9% Optional Targeted Low-Income Children
18% 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 2020–21 Budget

Program	Annual Budgeted Revenue	% Total Budgeted Revenue
Medi-Cal	\$3,185,809,324	89.61%
OneCare Connect	\$306,323,384	8.62%
OneCare	\$19,472,782	0.55%
PACE	\$42,189,583	1.19%
MSSP**	\$1,218,536	0.03%

Total Budgeted Annual Revenue

\$3.6 billion

Current Reserves = \$1,022 million
(as of July 31, 2020)

Note: Fiscal Year 2020–21 Operating Budget began on July 1, 2020
** Multipurpose Senior Services Program (MSSP)

CalOptima spends nearly 97 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:

22 community activities including:

- Health Fairs
- Town Halls
- Workshops
- Speaking Engagements
- Community Health Care Coalition Meetings
- Health Care Committee Meetings
- Community, Stakeholder and Public Events

Quality & Recognition

PACE received the top distinctions of “**Supernova**” and “**Shooting Stars**” from the National PACE Association for increasing access to services.

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.

NCQA awarded an **accreditation status** of **Commendable** to CalOptima Medi-Cal.



Member Satisfaction

CalOptima PACE participants give the program a **92% overall satisfaction** rating, the highest score among California PACE organizations.

Approximately **91% of CalOptima members** surveyed reported **satisfaction** with physician interaction and communication.

2,348 — Average number of customer service calls per day in July 2020

Provider Network

CalOptima has a strong provider network contracted to serve our members.

1,557 primary care providers

7,443 specialists

41 acute and rehab hospitals

31 community health centers

570 pharmacies

100 long-term care facilities

4 PACE alternative care settings

Sources

1. Membership Data and Fiscal Year 2020–21 Operating Budget: Based on unaudited financials. Medi-Cal enrollment includes Multipurpose Senior Services Programs.
2. Community Focus: CalOptima data.
3. Quality & Recognition: National PACE Association; National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Ratings 2019–2020.
4. Member Satisfaction: California PACE Association; CalOptima Customer Service and Quality Analytics data.
5. Provider Network: CalOptima contracting data.