



Mission: To serve member health with excellence and dignity, respecting the value and needs of each person

Membership Data from July 31, 2022

Total CalOptima Health Membership 921,186	Program	Members
	Medi-Cal*	903,784
	OneCare Connect	14,203
	OneCare (HMO D-SNP)	2,764
	Program of All-InclusiveCare for the Elderly (PACE)	435
Note: Membership data is for Fiscal Year 2022–23, which began July 1, 2022. *Based on unaudited financial report and includes prior year adjustment		

Member Age (All Programs)

9%	0 to 5
26%	6 to 18
33%	19 to 44
20%	45 to 64
12%	65+

Languages Spoken (All Programs)

58%	English
27%	Spanish
10%	Vietnamese
2%	Other
1%	Korean
1%	Farsi
<1%	Chinese
<1%	Arabic

Medi-Cal Aid Categories

41%	Temporary Assistance for Needy Families
37%	Expansion
8%	Optional Targeted Low-Income Children
8%	Seniors
5%	People with Disabilities
<1%	Long-Term Care
<1%	Other

Financial Information FY 2022–23 Budget

Program	Annual Budgeted Revenue	% Total Budgeted Revenue
Medi-Cal	\$3,595,159,756	89.83%
OneCare Connect	\$167,628,058	4.19%
OneCare	\$188,485,971	4.71%
PACE	\$47,851,218	1.19%
MSSP**	\$3,042,209	0.08%

Note: Fiscal Year 2022–23 Operating Budget began on July 1, 2022.

** Multipurpose Senior Services Program (MSSP)

Total Budgeted
Annual Revenue
\$4 Billion



CalOptima Health spends 94 cents of every dollar on member care.

CalOptima Health Fast Facts

September 2022

Community Focus

In 1995, CalOptima Health was founded as a trusted partner in the health of Orange County's vulnerable residents. CalOptima Health advocates for healthier members by participating in health fairs, coalition meetings and community collaboratives as well as conducting local, state and federal legislative activities. Each month, staff commit many hours to outreach to ensure members, providers and stakeholders have information about CalOptima Health's programs and strategic priorities. This commitment to community engagement creates a better Orange County for all.

Quality and Recognition

For the eighth year in a row, CalOptima Health was recognized for top quality care for Medi-Cal members in California, according to the NCQA's Medicaid Health Plan Ratings 2022.

NCQA has renewed CalOptima Health's Medi-Cal accreditation status through July 27, 2024.



Member Satisfaction

CalOptima Health received the California Department of Health Care Services' 2021 Consumer Satisfaction Award – Adult for a large-scale plan.

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

636 — Average number of customer service calls per day in July 2022

Provider Network

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

1,474 primary care providers

9,185 specialists

44 acute and rehab hospitals

34 community health centers

568 pharmacies

99 long-term care facilities

5 PACE alternative care settings

Sources:

1. Membership Data and Fiscal Year 2022–23 Operating Budget: Based on unaudited financial reports and includes prior period adjustments for Medi-Cal membership. Medi-Cal enrollment includes the Multipurpose Senior Services Program.
2. Community Focus: CalOptima Health data.
3. Quality & Recognition: National Committee for Quality Assurance (NCQA) Medicaid Health Plan Ratings 2021.
4. Member Satisfaction: CalOptima Health Customer Service and Quality Analytics data.
5. Provider Network: CalOptima Health contracting data.