



2024

Report to the
Community



CalOptima Health

Our Mission

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

Our Vision by 2027

To remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

FROM THE CEO AND CMO

As Orange County's largest health plan, CalOptima Health provides Medi-Cal health insurance to nearly one million residents who depend on our network of physicians, community health centers, hospitals and other facilities for their care. As part of California Advancing and Innovating Medi-Cal (CalAIM) and our Strategic Priorities, we have contracted with more than 100 providers to address social determinants of health, allocating \$100 million to provide members with housing assistance, medically tailored meals, street medicine, Enhanced Care Management and other programs.

This Report to the Community highlights the impacts and accomplishments of the past year. We are working with our community partners to achieve results and transform the delivery of care to our members. As the report states, "Your Health Is Everything to Us" — CalOptima Health strives to meet the needs of the whole person with dignity and respect.

Members' health really does mean everything to us, and our members are counting on all of us to get it right. Thank you to our physicians, caregivers, community health centers, hospitals, community-based organizations, staff and Board of Directors for a successful year. We truly are "Better. Together."



Michael Hunn

Michael Hunn
Chief Executive Officer



Richard T. Pitts, Ph.D.

Richard Pitts, D.O., Ph.D.
Chief Medical Officer

TABLE OF CONTENTS

- 4 Highlights
- 6 Access to Care
- 12 Community
- 18 Support Services
- 24 Preventive Care
- 30 Food and Housing
- 36 Mental Well-Being
- 42 Finances and Leadership

Your Health Is Everything to Us

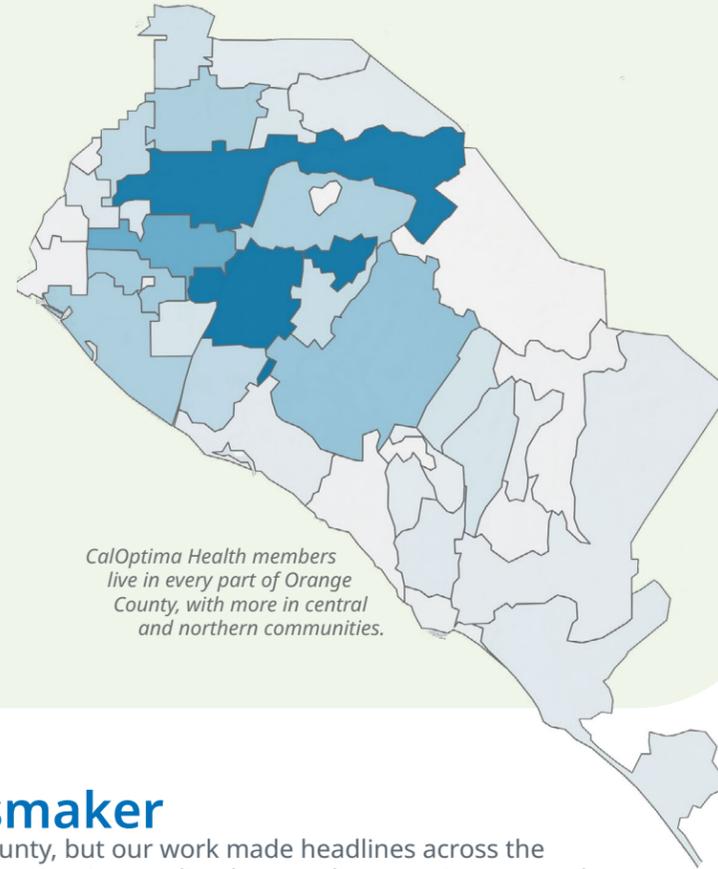
At CalOptima Health, there's a transformation going on, and we sum it up in the line "Your Health Is Everything to Us" — the theme for this report and our brand awareness campaign. We are working to provide all-around care for members, care that meets the needs of the whole person. Because housing is health. Food is health. And so much more is health. These pages and videos share our expanded view of health, and our multifaceted advertising campaign raises awareness across Orange County.

Watch our brand anthem video to learn about the creation of the Your Health Is Everything to Us campaign.



Orange County's Largest Health Plan

Serving nearly
ONE MILLION
members



CalOptima Health Membership

Medi-Cal	951,511
OneCare (HMO D-SNP), a Medicare Medi-Cal Plan	17,695
Program of All-Inclusive Care for the Elderly (PACE)	442
Total Membership	969,648

As of October 31, 2023



Local Plan, National Newsmaker

CalOptima Health serves members only in Orange County, but our work made headlines across the country in 2023. Millions learned about our activities supporting Medi-Cal renewal, preventive care and senior services as well as our innovations with street medicine, behavioral health and housing grants. The New York Times, The Washington Post and U.S. News & World Report quoted our leaders, and so did national industry publications, such as Modern Healthcare and Fierce Healthcare. Our hometown reporters made an important difference in keeping the community informed, with coverage in all types of media from newspapers and online outlets to radio and TV, and in multiple languages.

CalOptima Health's Street Medicine Program made front-page news in the Orange County Register on October 2, 2023.

As a *mission-driven* health plan, CalOptima Health puts members first.

Our actions are always based on striving to **do more** for members. Defining events in 2023 included resuming Medi-Cal renewal after a three-year pause during the pandemic, expanding our services via CalAIM, accelerating the distribution of reserve funds and elevating awareness through a countywide brand campaign.



But nothing matters more than delivering access to **quality care**, and for the ninth year in a row, we got that right for members. CalOptima Health earned a rating of 4 stars out of 5 stars in the National Committee for Quality Assurance's Medicaid Health Plan Ratings 2023. CalOptima Health has been among the top-rated Medi-Cal plans in California since 2014 — a remarkable accomplishment we share with **outstanding provider partners**.

Our partnership with Orange County's health care community led to more than **half a billion in funding** commitments, with the largest amounts of \$153.5 million for a five-year Hospital Quality Program and \$107.5 million for across-the-board provider rate increases during the transition out of the pandemic.

To better engage our community's elected officials, CalOptima Health boosted **advocacy** efforts, meeting regularly with federal, state and county officials and — for the first time — city councils. Better **collaboration** created opportunities, including CalOptima Health's first-ever federal earmark that provides \$2 million for our Care Traffic Control Center to coordinate services for the unhoused.

Celebration and recognition flowed from **achievements**. CalOptima Health PACE held a weeklong party for its 10th anniversary in October. Our work was honored with The Eli Home's Humanitarian Award (pictured at right) and Community Action Partnership of Orange County's Community Hero Award. It's all motivation for **servicing members** even better in 2024.



LEADERSHIP RECOGNITION

CalOptima Health executives are leaders in their fields. Top honors and appointments in 2023 include:

Michael Hunn, *Chief Executive Officer*

- Board Member, California Association of Health Plans
- Leadership in Public Service Nominee, Orange County Business Council's Turning Red Tape Into Red Carpet Awards

Nancy Huang, *Chief Financial Officer*

- CFO of the Year Finalist, Orange County Business Journal

Richard Pitts, D.O., Ph.D., *Chief Medical Officer*

- Health Care Hero, Community Health Initiative of Orange County

Wael Younan, CISM/CDPSE, *Chief Information Officer*

- CIO of the Year, HMG Strategy Global Leadership Institute Awards
- SoCal CIO of the Year Finalist, ORBIE Awards

Kelly Bruno-Nelson, MSW, *Executive Director, Medi-Cal/CalAIM*

- Board Member, Orange County Continuum of Care
- OC Visionary Honoree, Los Angeles Times
- OC Inspirational Women Awards Honoree, Los Angeles Times

Carmen Katsarov, LPCC, CCM, *Executive Director, Behavioral Health Integration*

- Appointee, Gov. Gavin Newsom's Behavioral Health Task Force

Deanne Thompson, *Executive Director, Marketing and Communications*

- Gold Award Winner, Health Care Communicators of Southern California

ORANGE COUNTY
California

ACCESS TO CARE

At CalOptima Health, access to care means having the right providers available at the right times and in the right locations to meet members' needs. We value the partnerships with physicians, hospitals, health networks and many others that make this possible.

Despite industry challenges all around us, CalOptima Health was intentional in 2023 about accelerating our collaboration with more support and innovative programs. We remain "Better. Together." with Orange County's provider community.



CalOptima Health member Lilia Villanueva receives dental care from Central City Community Health Center Dentist Jeffrey Luzar, DDS, and Dental Assistant Lizbeth Reyes at our Back-to-School Event in Anaheim.

ACCESS TO CARE



Social Work Stipends

In May, CalOptima Health ventured for the first time into funding student stipends to expand the ranks of social workers. As part of our \$5 million investment to bolster this understaffed field, up to 36 California State University, Fullerton students earning a Master of Social Work can receive a \$20,000 stipend for each year of the two-year program. In return, students commit to two years in public health care settings or CalOptima Health-contracted agencies.

Provider Funding

To stabilize the provider community amid transition and maintain access to care, CalOptima Health allocated supplemental funding totaling up to \$107.5 million to ease the end of the COVID-19 Public Health Emergency. This is an across-the-board 7.5% rate increase for all types of providers for care delivered from July 1, 2023, to August 31, 2024. Our financial investment reflects our ongoing commitment to partnership.

Transplant Care

To strengthen care for members receiving organ transplants, CalOptima Health created a new program to build relationships with transplant centers of excellence, led by Richard Lopez, M.D., the new Medical Director responsible for this effort. The program helps expedite referrals, encourages provider communication and allows for better patient monitoring. Dr. Lopez is applying decades of experience as a transplant surgeon to offer best-in-class care for the approximately 150 Medi-Cal members receiving transplants annually.

Workforce Development

It's no secret that Orange County has a shortage of health care workers. To reduce this gap, CalOptima Health is investing \$50 million over the next five years to identify and address shortages in the health care workforce, increase workforce diversity and provide economic support to individuals pursuing a health care career. We are making this investment with our eyes and ears open, having held listening sessions in October 2023 to gather input so we build a program the community wants.



CONTRACTED PROVIDER NETWORK

1,300
Primary Care Providers

9,046
Specialists

44
Acute and Rehab Hospitals

52
Community Health Centers

104
Long-Term Care Facilities

As of September 30, 2023



Medi-Cal Renewal

Access to care depends on enrollment. And there was no bigger effort in 2023 than to ensure members stayed enrolled. CalOptima Health launched a comprehensive, multimedia campaign to raise awareness and help members with the Medi-Cal renewal process. In partnership with the County of Orange Social Services Agency and elected officials, we held large-scale events, advertised extensively and engaged our community partners to spread the word. The strategy is working, and local membership renewals are on par with statewide results.



Watch Keiko's story.

MEMBER SPOTLIGHT



Keiko Gamez, OneCare Member

A mother of four, Keiko Gamez relies on CalOptima Health's Medi-Cal plan for her children and OneCare for her Medicare and Medi-Cal coverage. She appreciates the benefits of both plans and shares her feedback through a role on our Member Advisory Committee. Meet Keiko and learn about her health care journey navigating through Lyme disease.



Street Medicine Program: Building Trust in Caring for the Unhoused

A man experiencing homelessness arrives at the emergency room with a wound on his foot. The ER staff attends to him, changing the dressing on his foot and preparing to discharge him. Then a friendly face — someone he knows and trusts — arrives. This trusted person listens to the man's frustrations that the ER didn't do a deeper examination. So, they arrange for an examination by a podiatrist, who determines that the wound is serious and warrants hospital admission for needed care.

The man is one of a growing number of unhoused individuals who now has access to comprehensive care and support thanks to Orange County's first Street Medicine Program, launched by CalOptima Health in partnership with Healthcare in Action, the contracted medical provider, and the City of Garden Grove in April 2023. "Our patients have largely been left out of the traditional brick-and-mortar medical industry," says Michael Hochman, M.D., CEO of Healthcare in Action. "Additionally, they have been treated with a lack of dignity and have felt that they received substandard care when they did seek medical attention."

To counter that, Healthcare in Action meets patients where they are, providing primary care out of a medical van staffed by a

physician assistant and registered nurse. Supporting them are peer navigators, who provide personalized assistance to patients, such as scheduling appointments, picking up medications or arranging transportation. The goal for both teams is to get patients medically stable and ready to transition into permanent supportive housing.

And while the program has exceeded expectations by enrolling 117 members in only seven months, Hochman says the real achievement is the trust the teams have built. "Unless our patients feel heard, feel valued and feel that we are honestly here to care for their needs, our patients will not have a desire to enroll in our services," he says.

CalOptima Health Executive Director of Medi-Cal/CalAIM Kelly Bruno-Nelson, MSW says: "Our Street Medicine Program is different than other programs. We want to foster long-term connections and trust that leads to ongoing medical care and expanded social support. This is not just urgent care on the streets — it's so much more." And more is coming. In 2024, CalOptima Health will expand the program to two additional Orange County cities.



Watch ABC7's coverage
of the Street Medicine
Program launch.

“Our Street Medicine Program is different than other programs. We want to foster long-term connections and trust that leads to ongoing medical care and expanded social support.”

A first in Orange County, CalOptima Health's Street Medicine Program is breaking barriers in caring for the unhoused in Garden Grove. Leading the program are, clockwise from top: Healthcare in Action's Ben Kaska and CalOptima Health's Claus Hecht, M.D., Nicole Garcia and Kelly Bruno-Nelson, MSW.

ORANGE COUNTY
California

COMMUNITY

CalOptima Health's nearly one million members live in all 34 Orange County cities, so we work to reach them where they are. We connect with local communities by raising awareness about our services, hosting events that provide needed resources and cultivating partnerships with organizations that serve diverse populations.

Being present in all parts of Orange County reflects our commitment as a community-based health plan created for our vulnerable friends and neighbors.



Dancers from Grupo Folklórico Project S.A.Y. perform for attendees at CalOptima Health's Back-to-School Event in Anaheim on August 26. The event helped more than 3,000 children and families prepare for the beginning of the new school year.

COMMUNITY



Brea Mall, November 2023

Community Health Workers (Promotores de Salud)

Recognizing the rich cultural and linguistic diversity of Orange County, CalOptima Health began offering Community Health Worker services (aka promotores) to our members in October. As a start, we partnered with Latino Health Access, a nationally recognized organization whose promotores share unique lived experiences with the populations they serve. More organizations will join in January 2024. The goal: deliver a wide range of preventive health services that promote physical and mental health and overall community wellness — all in our members’ preferred languages.

Brand Awareness Campaign

Healthy futures depend on more than medical care, which is why the tagline of our brand awareness campaign is “Your Health Is Everything to Us.” As the largest health plan in Orange County, CalOptima Health launched the multimedia campaign in April 2023 to ensure the community understands our role. We remove barriers that hold health back and support the most vulnerable with access to preventive care, housing services, food security and much more. Our ads ran in print and online as well as on TV and radio. We also reached out in new ways, sharing our message on OCTA buses and at John Wayne Airport, the Orange County Fair and Brea Mall.



Watch our brand awareness TV commercial.

Outreach and Engagement

In 2023, CalOptima Health participated in more community events than in previous years, delivering health education and resources to members close to home. From January to November 2023, we organized six events with 112 community partners, and we sponsored or attended 185 events, engaging more than 232,000 Orange County residents. In total, CalOptima Health provided valuable community sponsorship support of \$126,260.



MEDI-CAL RENEWAL AND CALFRESH ENROLLMENT EVENTS

6 events

11,457 attendees

112 community partners

2,762 cases of diapers

4,190 boxes of food

Events from June–October 2023



Back-to-School Event

Children’s success in school begins with health. Kids who access ongoing health care have better attendance and are more engaged in learning. That’s why CalOptima Health hosted our first-ever Back-to-School Event in August. We helped more than 3,000 children and their families get ready for the new school year, connecting them with 30 community organizations offering free vision and dental exams, sports physicals, school supplies, bike helmets, and even haircuts.

Community Navigators

Medi-Cal renewal was a major focus in 2023. To make the process easier for members, CalOptima Health’s Board of Directors approved \$2.7 million in funding for 33 community-based enrollment navigators throughout Orange County. Special thanks to our partners Southland Integrated Services and the Coalition of Orange County Community Health Centers. Their trusted navigators have answered countless questions and helped thousands of members keep their health benefits.

Member Advocacy

A renewed focus on member advocacy in 2023 enabled our Government Affairs team to further advance CalOptima Health’s legislative, regulatory and funding priorities in Orange County, Sacramento and Washington, D.C. By broadening our reach, CalOptima Health has strengthened partnerships with external stakeholders and become a catalyst for health equity and member-centered care. We also continue to engage community leaders and elected officials through our monthly Government Affairs newsletter. “CalOptima Health is transforming how health care is delivered to our members with excellence and dignity,” says Veronica Carpenter, Chief of Staff. “To achieve our mission, we are engaging with local, state and federal decision-makers to lead the way in health care stewardship.”



Watch U.S. Rep. Katie Porter commend CalOptima Health’s \$25.5 million investment to expand access to mental health services in all of Orange County’s 29 school districts.



Chief Executive Officer Mario Ortega says Abrazar aims to reduce health inequities by offering a range of programs that address the social determinants of health.

Abrazar: Advancing Health Equity

“The community drives our programming,” says Mario Ortega, Chief Executive Officer of Abrazar. “We measure our impact based on our ability to improve people’s social determinants of health while reducing the health inequities that hold them back.”

Founded in 1975, Abrazar — meaning “to embrace” in Spanish — focused initially on serving non-English speaking seniors, providing them with daily lunches, assistance with Social Security benefits, and transportation to and from doctor appointments.

“Senior services are still one of our core services, but we’ve grown to be so much more,” Ortega says. While the organization started with only one van, it now commands a fleet of 73 vehicles. “Access to programs through transportation is one of the tools to achieve equity and advance justice,” he says.

Today, Abrazar has 40 unique programs that meet the needs of more than 10,000 community members each year. The diverse programming covers food insecurity, financial coaching, after-school activities, case management services, benefit enrollment services (including CalFresh, CalWORKs, Medi-Cal and Covered California) and more. The organization has expanded to reach some of the most underserved and vulnerable groups in Orange County, including older adults, low-income families and children, ethnic populations, and LGBTQ+ individuals.

To serve such diverse groups, Abrazar finds strength in partnerships with other Orange County service providers. As a result of successful collaborations during the pandemic, Abrazar recently formed a Community Health Equity Navigators team. The team provides health education and outreach and has grown to include 10 full-time staff members.

Ortega says Abrazar is fortunate to count CalOptima Health as a longtime partner. Together, the organizations have hosted several mobile vaccination clinics, bringing protection against COVID-19 to members where they live. In 2023, Abrazar provided support for Medi-Cal renewals and Medi-Cal and CalFresh enrollment and assisted with CalOptima Health’s Back-to-School Event, which served more than 3,000 families and children.

“I’m proud of our diverse, multicultural team at Abrazar — we’re a dynamic, creative and inclusive agency that truly understands the power of collaboration to advance health equity,” Ortega says. “We know our community members’ needs are significant and that we cannot meet them alone, so we make a concerted effort to work with all organizations that are willing to join us in our mission.”

“I’m proud of our diverse, multicultural team at Abrazar — we’re a dynamic, creative and inclusive agency that truly understands the power of collaboration to advance health equity.”

ORANGE COUNTY
California

SUPPORT SERVICES

CalOptima Health is hard at work pushing the boundaries of traditional health insurance with new supports and services that meet the needs of the whole person. Our expanded territory covers more preventive care and includes the social determinants of health. We recognize our members as individuals and can tailor our support with benefits and care management suited to them. This personal approach reflects the principles of dignity and respect in our mission.



At the Bright Steps Baby Shower, Duyen Nguyen, a program coordinator in CalOptima Health's Population Health Management department, gifts Hortencia Segura with a new bib for her baby while big-sister-to-be Alani looks on.

SUPPORT SERVICES

CALIFORNIA ADVANCING AND INNOVATING MEDI-CAL (CALAIM)

14
Community Supports

115
CalAIM Providers

42,934
Members Served

\$73.6
Million Invested

Doula Services

To boost preventive care for expectant and postpartum mothers, CalOptima Health began offering doula services as a Medi-Cal benefit in September 2023. Doulas are trained to provide non-medical support services before, during and after childbirth to improve health outcomes. This may include physical comfort measures, emotional support, and help with communication and decision-making. Look for more moms and babies to have doulas in the coming years as the Department of Health Care Services issued a statewide standing recommendation that all Medi-Cal members would benefit from doula services.

Community Supports

In January 2023, CalOptima Health began offering all 14 Community Supports as part of California Advancing and Innovating Medi-Cal (CalAIM). These services break down the barriers of traditional health care and reach beyond medical settings to care for the whole person. Services include housing supports, home modifications, personal care and much more. Today, more than 38,000 members have accessed Community Supports. CalOptima Health is also committed to building our provider network to ensure that number can continue to grow.

Enhanced Care Management

Offering person-centered support, Enhanced Care Management (ECM) is a new CalAIM benefit to coordinate care for members with the most complex needs. It's not easy work, so CalOptima Health launched the ECM Academy and enrolled 40 community health centers and community-based organizations. During two six-month sessions, the academy educated and trained the enrolled groups on how to deliver needed ECM services and integrate into the CalOptima Health provider network.

Companion Care

Social support for seniors is an essential component of their overall health. That's why CalOptima Health introduced a new companion care benefit for OneCare members in 2023. Through our partnership with Papa Inc., members have access to Papa Pals. Pals are helpers who provide companionship, assist with household tasks, drive to and from appointments, run errands and more. OneCare members are eligible for up to 90 hours of service annually at no cost, and more than 900 members have used the increasingly popular benefit so far.



Watch our OneCare TV commercial to learn how we serve members who are eligible for both Medicare and Medi-Cal.



Bright Steps Baby Shower

CalOptima Health's longstanding maternity support program, Bright Steps, added a new way to celebrate members' bundles of joy. In June 2023, we hosted our first-ever baby shower for expectant and postpartum Medi-Cal members. More than 100 members attended the event with their families and had the opportunity to connect with more than 15 community organizations. They talked with doulas and lactation consultants and entered drawings for gift baskets. All guests left with arms overflowing with goodies and diapers.



A PACE participant for six years, Lilia Lopez enjoys the center's social activities and counts on the support of an interdisciplinary team to help manage her diabetes and overall wellness.

Lilia Lopez: Thriving With PACE Support

"The staff at PACE does everything and more for me and others, and I'm so thankful," says Lilia Lopez, a participant in CalOptima Health's Program of All-Inclusive Care for the Elderly (PACE), which celebrated its 10-year anniversary in October 2023. "PACE has given me the chance to enjoy living again."

Prior to joining PACE, Lilia, who primarily speaks Spanish, struggled to have her health needs met. When she was diagnosed with diabetes in 2016, she worried that the condition would limit her ability to do what she enjoys, such as gardening and dancing. The medications she was initially prescribed didn't improve her condition, and she became despondent.

Today, as a PACE participant, Lilia counts on an interdisciplinary team of 10 specialists, including her doctor, nurse, dietitian and physical therapist, to help manage her diabetes and overall wellness. She enjoys meals that are tailored to her specific medical needs. She also benefits from a program for people with diabetes led by PACE Medical Director Donna Frisch, M.D.

"Our nurses regularly speak with each of our participants in their preferred languages — about what they eat, the exercises they do and if they're taking their medicines," Dr. Frisch says.

Through this program, Lilia's team adjusted her diabetes medication, and there was a noticeable improvement in her condition and mood. "It was like she revived," says Traci Solis, LVN, PACE home care coordinator. "Now, she is much livelier." In addition to helping Lilia with medications and physical therapy, her team also addresses her emotional well-being. The combination of all the support has improved her life so much that she's "practically another person," Solis says.

Each week, PACE staff organize fun activities so Lilia and her fellow participants can socialize and express themselves creatively. Recently, in celebration of PACE's anniversary, participants and staff dressed up in themed '50s, '60s, '70s and '80s attire and enjoyed live music, caricaturists and photo booths.

Looking back on her six years in the program, Lilia says joining PACE was a turning point in her health, happiness and quality of life. "I really like coming to PACE," she says. "I feel very happy here."



Meet Lilia and watch to her experience at CalOptima Health PACE.

“PACE has given me the chance to enjoy living again.”

ORANGE COUNTY
California

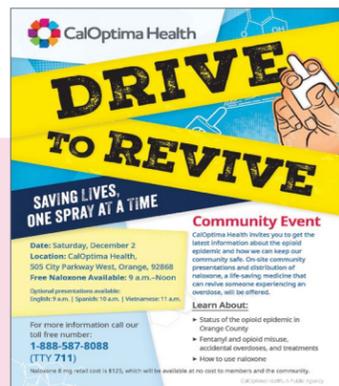
PREVENTIVE CARE

Better health starts with more preventive care, and CalOptima Health encourages our members to take an active role in their health to get ahead of any illness. Our teams in Quality and Population Health Management continuously strive for improvement in the national quality measures that guide preventive care, such as vaccines, well visits, screenings and more. And we are fortunate that thousands of Orange County's providers are equally committed to our mission of excellent, personalized care.



Nurse Practitioner Eunice Jill Canonizado, MSN, FNP-BC, FNP-C, listens to CalOptima Health member Shiloh Olivarez's heartbeat as his mom, Gelsey Barroquin, looks on during a wellness visit at Families Together of Orange County.

PREVENTIVE CARE



CalOptima Health Medical Director Natalie Do, D.O., Pharm.D., films a naloxone training video.

Life-Saving Naloxone

To combat the opioid epidemic and fentanyl poisoning, CalOptima Health approved \$15 million to directly distribute life-saving naloxone to members. We began the effort with an educational event so stakeholders could learn about the epidemic's local impact and how naloxone works. In December 2023, we rolled out distribution of naloxone to members through a special event. Expanded efforts in 2024 include collaborating with community colleges, elected officials and others working to prevent accidental overdose deaths.

COVID-19 Member Health Rewards

Since 2021, CalOptima Health has encouraged preventing COVID-19 infections through vaccination. We were ahead of the curve in offering \$25 health rewards, and as of November 2023, a total of 1.3 million incentives worth \$32.5 million have been distributed. We met our goal: 70% of members ages 18 and older have been vaccinated. While it closed December 31, 2023, the program remains our single largest preventive care incentive ever.

Annual Wellness Visits

For years, no-cost Annual Wellness Visits (AWVs) for OneCare members have been an essential part of their Medicare journey. In 2023, CalOptima Health took the innovative step to offer AWVs for Medi-Cal members, ages 45 and older, along with a \$50 incentive that encourages them to get this done. Over the past year, more than 8,300 Medi-Cal members and more than 6,000 OneCare members completed their AWVs.



PACE Diabetes Program

Diabetes is a common chronic condition among CalOptima Health PACE participants, so the clinical team created a preventive care program to improve glucose control. Registered nurses regularly contact participants to discuss their condition and give feedback so providers can adjust medications and other interventions. The nurses remind participants of what's at stake: controlling diabetes prevents complications such as blindness, heart disease, stroke, loss of a foot or leg, kidney failure and dialysis. Positive outcomes so far include weight loss, behavior change, and decreased emergency room visits and hospitalizations. PACE Medical Director Donna Frisch, M.D., tallies the success: "We are following 250 diabetic patients. Fifty started in the high-risk category, and after six months, 20 patients moved to a lower-risk category."

Group Classes

To help families stay healthy and active, CalOptima Health offers an educational program known as Shape Your Life. A series of seven in-person group classes help parents and children ages 5 to 18 improve their health in three key areas: eating healthy, staying active and creating healthy habits. From March to October 2023, more than 120 members took advantage of the fun program to try healthier food options, enjoy new exercises and much more.



Watch Arianna's story.

MEMBER STORY



Arianna Gifford, Medi-Cal Member

Born two months premature, Arianna Gifford receives a range of therapies coordinated by CalOptima Health and the Regional Center of Orange County. Arianna's mother Sara says her daughter's personality is beginning to show, and her stubbornness and determination are just the traits she needs to overcome challenges in her development. Meet Arianna and learn how CalOptima Health supports her growth.



CalOptima Health Chief Medical Officer Richard Pitts, D.O., Ph.D., and Annette Walker, President of City of Hope Orange County, collaborate on delivering quality cancer care for Medi-Cal members.

Cancer Care: Boosting Prevention and Early Detection

At \$50.1 million, the Comprehensive Community Cancer Screening and Support Program is CalOptima Health's largest prevention program investment in health plan history. And our goal is equally significant: decrease late-stage breast, cervical, colorectal and lung cancer diagnoses in Orange County by ensuring all Medi-Cal members have equitable access to quality care.

"With rare exception, no one should die from breast, cervical or colon cancer, and many heavy smokers should not die from lung cancer," says Richard Pitts, D.O., Ph.D., CalOptima Health Chief Medical Officer. "CalOptima Health is being creative and relentless in going after these four specific cancers that are relatively easy to detect and are treatable when found in the early stages."

The five-year program began in January 2023, and CalOptima Health laid the groundwork for success by engaging providers and community stakeholders, including the UCI Chao Family Comprehensive Cancer Center, Orange County Cancer Coalition and the Coalition of Orange County Community Health Centers. These groups helped identify opportunities and address barriers related to our three priorities: increase community and member awareness and engagement, increase access to cancer screening, and improve the member experience during cancer treatment.

Another key step was implementing a mammogram pilot program at the City of Hope Orange County's brand-new facility in Irvine. Through this pilot, we connected with members overdue for breast cancer screening, and we learned about the need to enhance member outreach and extend mammography appointments to evenings and weekends. The first-time collaboration between CalOptima Health and City of Hope created an outstanding foundation for improving the screening process for the other cancers in the program.

Up next in 2024, CalOptima Health will work on enhancing member education through a comprehensive communications campaign and supporting providers with an information kit on screening guidelines and multimedia promotion tools.

"Equitable access to quality cancer care for Medi-Cal members is nonnegotiable, and Orange County is fortunate to have outstanding resources for cancer prevention and treatment," says Michael Hunn, CalOptima Health Chief Executive Officer. "CalOptima Health is leveraging key cancer centers and activating community leaders to the point where cancer detection is part of our community's daily discussions."



Meet Hai Hoang and learn how he overcame cancer.

“Equitable access to quality cancer care for Medi-Cal members is nonnegotiable, and Orange County is fortunate to have outstanding resources for cancer prevention and treatment.”

FOOD AND HOUSING

CalOptima Health's vision is explicit about our interest in members' social determinants of health, and two of the most significant determinants are food and housing.

We made great strides in 2023 in both areas, awarding millions that will lead to 1,175 units of affordable and permanent supportive housing. And by providing food resources and raising awareness about CalFresh, more members gained access to nutritious food.



CalOptima Health's Jessica Norden, a health educator in our Population Health Management department, distributes fresh produce from Project FoodBox during our Medi-Cal Renewal and CalFresh Enrollment Event in June.

FOOD AND HOUSING

CALOPTIMA HEALTH CAPITAL HOUSING GRANTS

\$73.3
million

23
organizations

Contributed toward
1,175
units of affordable and permanent supportive housing

Data about grants approved in March and October 2023

Innovations for the Unhoused

Transforming our role as a Medi-Cal health plan, CalOptima Health is focused on tackling homelessness like never before. In 2023, CalOptima Health approved a total of \$93.7 million for a range of community grants that will build equity and capacity among homeless services providers, create new housing, and promote system change. The funding is part of the Department of Health Care Services' Housing and Homelessness Incentive Program.

Street Medicine Support Center

In September, CalOptima Health deepened our commitment to serving unhoused members with the purchase of a 52-room Garden Grove motel that will be renovated into a Street Medicine Support Center, opening in spring 2025. Residents will be referred to the center by the Street Medicine Program and will receive housing navigation and other important supportive resources. The \$18.5 million project is a first for us, providing a bridge for our members from the street to permanent housing.



Watch ABC7's story about our plans for a Street Medicine Support Center.

Homelessness Experience Feedback Program

When serving vulnerable populations listening to their voices matters. So CalOptima Health funded the placement of Pulse for Good kiosks in shelters to anonymously collect input from people experiencing homelessness. These kiosks will help providers incorporate the feedback received to enhance their services. Currently, 11 providers are participating in the program with 18 kiosks located throughout Orange County.

Medically Tailored Meals

Food is health, and Medi-Cal now covers meals for members who have certain medical conditions so they can regain and maintain their health. CalOptima Health provides up to 24 weeks of medically tailored meals as a once-in-a-lifetime service through this Community Supports benefit. We have served more than 3.2 million meals to nearly 33,000 members so far.

CalFresh Outreach

Food insecurity is a key social determinant of health, and CalOptima Health continues to promote enrollment in CalFresh for food assistance. In 2023, we partnered with the County of Orange Social Services Agency to host CalFresh enrollment events and launched a creative ad campaign that explains how CalFresh can cover food expenses so members can pay for essentials such as rent and utilities.



FOOD SPOTLIGHT

Community Action Partnership of Orange County: Fighting to End Hunger

Alicia Berhow remembers growing up impoverished as her mom struggled to afford basic necessities like food. Fortunately, her family found their way to the OC Food Bank, a Garden Grove-based resource run by the Community Action Partnership of Orange County (CAP OC). These services helped Berhow and her family get through difficult times. She is now using her experience to give back. Today, Berhow is a member of CAP OC's Board and works to ensure that vulnerable community members receive the resources they need.

Addressing food insecurity is at the heart of CAP OC's mission to end and prevent poverty. The OC Food Bank serves more than 400,000 people each month by distributing food directly to families and to more than 250 partner organizations, including CalOptima Health. "Our partnership with CalOptima Health has been pivotal in helping us support and serve vulnerable populations," says Gregory Scott, CAP OC President and CEO.

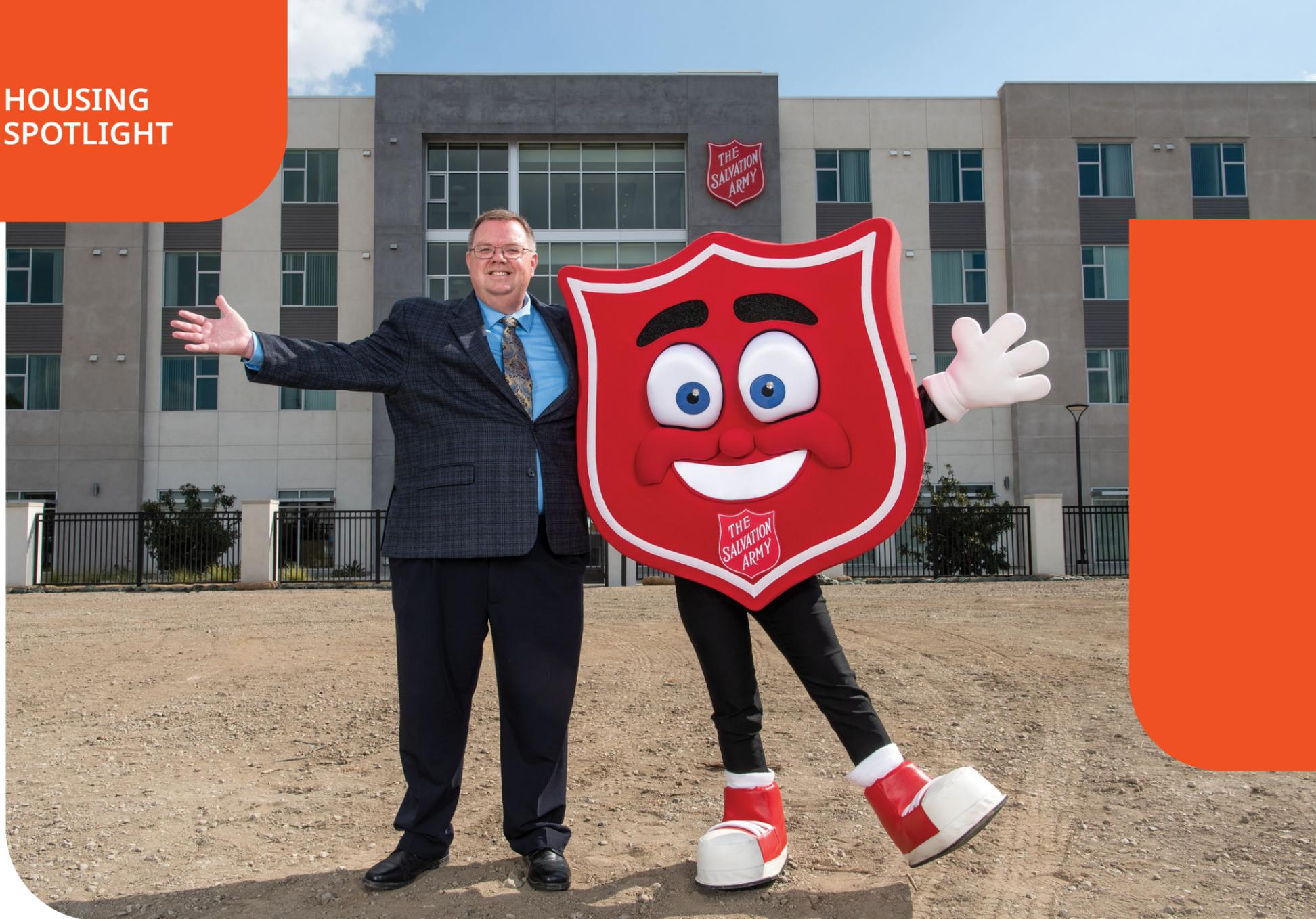
"Through CalOptima Health resource fairs, we're able to provide low-income families with benefits like food and diapers," Scott says. "What's unique about these events is that attendees are encouraged to visit all other resource booths prior to receiving food and/or diapers. It ensures that we're able to not only provide them with needed resources, but we're also able to introduce families to many other resources they didn't know existed. Talk about a win-win!"



Watch a video about the impact of the CAP OC/CalOptima Health partnership.



CAP OC President and CEO Gregory Scott says the OC Food Bank provides nutritious food to 400,000 people each month.



Ben Hurst, Managing Director of The Salvation Army Center of Hope, appreciates the impact of CalOptima Health's \$4.1 million grant in helping to complete 72 units of permanent supportive housing in Anaheim.

The Salvation Army: Offering Hope to the Unhoused

Navy veteran Shannon was in and out of shelters more than 16 times in eight years. Thanks to a stay at the Anaheim Emergency Shelter, a 325-bed, trauma-informed homeless shelter run by The Salvation Army, he was connected to permanent supportive housing and will continue to receive the services he needs to stay housed.

"We work first with homeless prevention strategies to keep people like Shannon housed. This includes emergency rent and utility payment assistance," says Ben Hurst, Managing Director of The Salvation Army Center of Hope, a comprehensive new resource to address homelessness located in Anaheim. "Our housing case managers also work aggressively to identify existing affordable housing options and match them with our homeless shelter guests. Finally, we build large-scale homeless housing developments, such as the Center of Hope's Pathways apartments, which opened this fall."

That opening was made possible in part by a CalOptima Health grant that provided The Salvation Army with \$4.1 million to accelerate the completion of Pathways, 72 units of permanent supportive housing that offer resident case management support inspired by national best practices. The Department of Health

Care Services' Housing and Homelessness Incentive Program allows health plans to fund projects that combat housing insecurity for Medi-Cal members. The Salvation Army is among CalOptima Health's first-ever housing project grantees.

For more than 125 years, The Salvation Army has served Orange County with innovative programs, such as anti-human-trafficking programs, youth centers, daycares and afterschool programs, and emergency family services. However, the new 14-acre Center of Hope is the organization's boldest response yet to the homelessness crisis and will serve as the national headquarters of the Homeless Throughput System, a strategic approach to guiding unhoused people to healthy lives.

"We are also deeply concerned about the substance use disorder crisis on our streets. The Salvation Army is working on targeted program innovations that seek to break the stranglehold the scourge of drug addiction has on so many lives," Hurst says. "We believe this is one of the most significant fronts in the battle to end widespread chronic homelessness."

“Our housing case managers work aggressively to identify existing affordable housing options and match them with our homeless shelter guests.”

ORANGE COUNTY
California

MENTAL WELL-BEING

Our brand campaign tagline “Your Health Is Everything to Us” conveys our comprehensive view of members’ health, which absolutely includes mental well-being. CalOptima Health expanded our commitment to behavioral and mental health in 2023, increasing provider payments, funding new community resources and connecting with schools to bring services to students. With the community’s growing attention to mental health, we will continue integrating mental and physical health for better whole-person care.



CalOptima Health directly manages services for members with mild to moderate mental health needs. Our Behavioral Health Integration team includes, from left: Jeni Diaz, Nathalie Pauli, Diane Ramos, Alvin Ortin, Lisa Nguyen, Mary Barranco and Kay Hui.

MENTAL WELL-BEING



Youth Mental Health

A need for youth mental health services is driving the creation of a first-of-its-kind youth drop-in center in south Orange County. CalOptima Health approved \$2.7 million to support Allcove Center, which will be managed by the Wellness & Prevention Foundation and UC Irvine. When it opens in June 2024, community members ages 12 to 25 will have access to services for mental health, substance use disorders, peer support and more.

Provider Rate Increase

Access to care is critical, so CalOptima Health secures our behavioral health provider network by reviewing market conditions and adjusting rates. Effective July 1, 2023, Applied Behavior Analysis (ABA) and non-ABA behavioral health providers received \$8.4 million in Medi-Cal rate increases. While the increases vary by provider type and service, the average boost is 6.1% for non-ABA services and 7% for ABA services. This is the second rate increase in two years.

Peer Support

Through a \$5 million, five-year grant from CalOptima Health, the National Alliance for Mental Illness (NAMI) Orange County launched a peer support program for Medi-Cal members discharged from a psychiatric inpatient hospital stay or emergency room visit. NAMI peer mentors provide our members with social support and assistance so they can successfully navigate their journey to better mental health.

Dyadic Services

To support child development and mental health, CalOptima Health began offering dyadic care services as a Medi-Cal benefit in January 2023. Dyadic services — “dyad” refers to a child and their parents or caregivers — are preventive behavioral health services for members under age 21. We are proud to connect our members to family counseling, screenings for Adverse Childhood Experiences (ACEs) and other critical services that improve their mental well-being.



CalOptima Health staff remove barriers to care by directly supporting Medi-Cal and OneCare members with behavioral health needs through one phone line.

1-855-877-3885



Be Well OC

Irvine Campus: On October 16, 2023, Be Well OC broke ground on its Irvine Campus, a new community mental health hub. CalOptima Health has channeled \$15 million toward the project, which will provide clinical care, wraparound services, education and counseling for adults and children. The campus complements Be Well OC’s existing facility in Orange and is scheduled to open its doors in early 2025.

Orange Campus: More than two years into operations, the Be Well OC Orange Campus is now serving hundreds who need mental health or substance use disorder services each month. The facility offers adult and adolescent crisis stabilization, a sobering center, housing navigation and more, and the majority served are Medi-Cal members. From January to September 2023, Be Well OC data shows more than 3,800 individuals received needed care.



SBHIP partners gather at Cook Elementary School in Garden Grove. From left: Lorry Leigh Belheumeur, Ph.D. (Western Youth Services), Sonia Llamas, Ed.D., LCSW (OC Department of Education), Terri M. Iler, Ed.D. (CHOC), Carmen Katsarov, LPCC, CCM (CalOptima Health) and Andrea Stojanov (Hazel Health).

Student Behavioral Health Incentive Program: Building School-Based Resources for Better Care

Middle schooler Kyire De Bie experiences panic attacks and she appreciates that her school has a comforting, safe space to help her get through them. "It's a place where I can just stay and either talk to someone if I need to or just have a breather," De Bie told an Orange County ABC7 reporter.

Unfortunately, Kyire is not alone in facing mental health challenges. More than 42% of U.S. students felt persistently sad or hopeless and nearly one-third experienced poor mental health, according to 2021 data from the Centers for Disease Control and Prevention. These alarming statistics underscore CalOptima Health's urgent effort to address children's mental health with funding from a statewide initiative called the Student Behavioral Health Incentive Program (SBHIP). In May 2023, the Board of Directors approved up to \$25.5 million for all 29 Orange County school districts to boost access to behavioral health care for kids in kindergarten through 12th grade.

"Our children are facing unprecedented levels of stressors, and the need for timely and effective mental health support has never been greater," says Carmen Katsarov, LPCC, CCM, CalOptima Health Executive Director of Behavioral Health Integration.

Key partners are working together to stretch the impact of the \$25.5 million across Orange County. School districts are using \$10 million for various initiatives, including hiring additional school counselors and psychologists, and enhancing staff training. Up to \$8.4 million is for Hazel Health to implement a telehealth platform accessible to all children. Children's Hospital of Orange County (CHOC) is receiving \$2.1 million to build 10 new school Well Spaces, create a Mental Health Crisis Clinic, hire an Emergency Department/Intensive Care School Transition Coordinator and establish an Autism Comprehensive Care Program. With \$802,000, Western Youth Services is creating behavioral health curriculum and training for school staff. These initiatives and more will be implemented in 2024 and beyond.

"We are grateful for CalOptima Health's forward-thinking approach in providing vital mental health support directly to schools," says Dr. Ramon Miramontes, Orange County Department of Education Deputy Superintendent of Educational Services. "This program will empower educators and schools to offer necessary assistance to help students thrive."



View ABC7's piece about CalOptima Health's funding for school-based mental health resources in Orange County.

“Our children are facing unprecedented levels of stressors, and the need for timely and effective mental health support has never been greater.”

FINANCES AND LEADERSHIP

Responsible for spending taxpayer dollars wisely, CalOptima Health operates transparently and shares our finances with the public monthly. Ensuring we maximize our resources and meet the diverse needs of our community is a group of 74 leaders on our Board of Directors, executive team and advisory committees. They work together to fulfill CalOptima Health's mission and vision through innovation and partnership. Our respected experts are transforming CalOptima Health into an exemplary health plan focused on whole-person health.

Financial Summary for Fiscal Years Ended June 30



CalOptima Health Membership

	FY 2022	FY 2023	FY 2024 Projected
Medi-Cal	897,134	970,590	883,897
OneCare	2,668	17,687	17,768
OneCare Connect*	14,415	—	—
PACE	429	439	458
Total Membership	914,646	988,716	902,123

*OneCare Connect ended on December 31, 2022. OneCare Connect members transitioned into OneCare.



Operating Ratios

	FY 2022	FY 2023	FY 2024 Budgeted
Percent of Dollars Spent on Medical Care	93.4%	91.0%	94.2%
Percent of Dollars Spent on Overhead	3.6%	4.5%	5.4%
Operating Margin	3.1%	4.4%	.4%
Current Ratio	1.5	1.6	1.6*

*Estimated based on FY 2023 ratio



Medical Expenses Distribution by Category (in Millions)

	FY 2022	FY 2023
Physician and Hospital Capitation	\$1,412.2	\$1,313.0
Hospital Fee-for-Service Claims	\$733.8	\$851.7
Prescription Drugs	\$436.6	\$93.9
Long-Term Services and Supports	\$525.9	\$548.6
Physician Fee-for-Service Claims	\$442.4	\$531.1
Incentive Payments	—	\$130.6
Medical Management and Other	\$394.8	\$393.4
Total Medical Expenses	\$3.9 billion	\$3.9 billion



Administrative Expenses Distribution by Category (in Millions)

	FY 2022	FY 2023
Salaries, Wages and Benefits	\$95.9	\$129.0
Supplies, Occupancy, Insurance and Other	\$30.7	\$32.4
Purchased Services	\$14.6	\$15.6
Depreciation and Amortization	\$4.5	\$8.1
Professional Fees	\$4.8	\$7.9
Total Administrative Expenses	\$150.5 million	\$193.0 million

ABOUT OUR LEADERSHIP

CalOptima Health's success reflects the efforts of not just one group of leaders but six. CalOptima Health is governed at the highest level by a 10-member Board of Directors, and the Board receives input from four advisory committees that keep us in tune with the needs of members and providers. With the Board's guidance, our executive leadership team works together and with staff to operate CalOptima Health as an industry-leading health plan. In all, the diverse expertise strengthens us and ensures we fulfill our member-focused mission.

*Board of Directors and Executive Leadership current as of November 27, 2023, printing date.

Board of Directors*

Clayton M. Corwin (Chair)
President, StoneCreek Company

Blair Contratto (Vice Chair)
President and CEO, Mount Carmel Health Ministries

Debra Baetz
Interim Agency Director, Orange County Health Care Agency

Isabel Becerra
CEO, Coalition of Orange County Community Health Centers

Doug Chaffee
Orange County Board of Supervisors, Supervisor, Fourth District

Norma García Guillén, J.D.
Attorney

José Mayorga, M.D.
Executive Director, Executive Medical Director, UCI Health

Vicente Sarmiento
Orange County Board of Supervisors, Supervisor, Second District

Trieu Tran, M.D.
Orthopedic Surgeon

Don Wagner (Alternate)
Orange County Board of Supervisors, Board Chairman and Supervisor, Third District

Vacant Seat
Member Representative

Executive Leadership*

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Veronica Carpenter
Chief of Staff

Brigette Hoey
Chief Human Resources Officer

Nancy Huang
Chief Financial Officer

Yunkyung Kim
Chief Operating Officer

Richard Pitts, D.O., Ph.D.
Chief Medical Officer

Michael Silva Rose, DrPH, LCSW
Chief Health Equity Officer

John Tanner
Chief Compliance Officer

Wael Younan, CISM/CDPSE
Chief Information Officer

Zeinab Dabbah, M.D., J.D., MPH
Deputy Chief Medical Officer

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Kelly Giardina
Executive Director, Clinical Operations

Michael Gomez
Executive Director, Network Operations

Marie Jeannis, RN, MSN, CCM
Executive Director, Population Health Management

Carmen Katsarov, LPCC, CCM
Executive Director, Behavioral Health Integration

Ladan Khamseh
Executive Director, Operations

Donna Laverdiere
Executive Director, Strategic Development

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Executive Director, Quality

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Executive Director, Finance

Javier Sanchez
Executive Director, Medicare Programs

Deanne Thompson
Executive Director, Marketing and Communications

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Family Support Representative

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Advocate, State Council on Developmental Disabilities
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Medi-Cal Beneficiaries Representative

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Director, Regulatory Affairs, LeadingAge California
Seniors Representative

Josefina Diaz
OneCare Member/Family Member

Sandra Finestone
Executive Director, Association of Cancer Patient Educators
Adult Beneficiaries Representative

Keiko Gamez
OneCare Member/Family Member

Connie Gonzalez
Administrative Manager
County of Orange Social Services Agency
Representative

Nicole Mastin
Human Services Manager, County of Orange Social Services Agency
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Chief Operating Officer, Illumination Institute
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Sara Lee
Supervising Attorney, Community Legal Aid SoCal
Member Advocate

Lee Lombardo, LCSW
Associate Director, YMCA Community Services
Children Representative

Iliana Soto Welty
Community Partnership Consultant, Mind OC
Behavioral/Mental Health Representative

Alyssa Vandenberg
Senior Social Worker, County of Orange Social Services Agency Children and Family Services
Foster Children Representative

Vacant Seats
Medi-Cal Beneficiaries Representative (2)

Provider Advisory Committee

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Hospital Representative

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Executive Director, Advanced Behavioral Health
Behavioral/Mental Health Representative

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UC Irvine
Physician Representative

Tina Bloomer, WHNP, FNP, MSN
UC Irvine Family Health Center
Nurse Representative

Ji Ei Choi, L.Ac
Cornerstone Acupuncture
Non-Physician Medical Practitioner

Gio Corzo
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Allied Health Services Representative

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Medical Director, Emergency Room, Fountain Valley Regional Hospital
Physician Representative

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Seniors Representative

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All Care Specialty Pharmacy
Pharmacy Representative

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Safety Net Representative

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Pediatrician and Neonatologist, Medical Group of Orange County Inc.
Health Network Representative

Christy Ward
Chief Executive Officer, Share Our Selves
Community Health Centers Representative

Vacant Seat
Physician Representative

Whole-Child Model Family Advisory Committee

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Authorized Family Member Representative

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Executive Director, Family Support Network
Community-Based Organization Representative

Jennifer Heavner
Authorized Family Member Representative

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Consumer Advocate

Cally Johnson
Authorized Family Member Representative

Monica Maier
Authorized Family Member Representative

Sonia Martinez
Chief Executive Officer, Reimagine OC
Community-Based Organization Representative

Janis Price
Coordinator, Family and Community Engagement, Orange County Department of Education
Consumer Advocate

Jessica Putterman
Authorized Family Member Representative

Lori Sato
Authorized Family Member Representative

Vacant Seat
Authorized Family Member Representative

Investment Advisory Committee

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Los Angeles County Metropolitan Transportation

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County of Orange

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CalOptima Health

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Independent Investment Committee Member/
Advisor PG&E
Former Partner/Managing Director
PAAMCO-Prisma

Annie Tran, CFA
Portfolio Manager
Charles Fish Investments Inc.

Better. Together.

The 2024 Report to the Community was created by the CalOptima Health Communications department. Project Coordinator: Kellen Aguilar. Designer: Joanna Pallo. Writers: Kellen Aguilar, Mona Chartier, Erin McHenry, Marissa Olid, Janis Rizzuto and David Rookhuyzen. Editors: Erin McHenry and Janis Rizzuto. Freelance Photographer: Jeff Antenore.



CalOptima Health

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