



2025 REPORT TO THE COMMUNITY



CalOptima Health

OUR MISSION

....
TO SERVE MEMBER HEALTH WITH EXCELLENCE AND DIGNITY, RESPECTING THE VALUE AND NEEDS OF EACH PERSON.



We're proud to be a great workplace!

For the first time, CalOptima Health was certified as a Great Place to Work in June 2024. This achievement signifies that an organization consistently and intentionally dedicates itself to the overall employee experience.

STANDING OUT

As Orange County's largest health plan, CalOptima Health stands out — not only for our size but also for the innovative ways we fulfill our member-focused mission. By all measures, 2024 was a banner year, and this report is packed with details about CalOptima Health's impact. Benefits and services grew stronger and more diverse for our nearly 1 million members. Provider reimbursement rates and workforce grants expanded like never before. Community engagement and activities increased to their highest levels. Pioneering programs blazed a trail into new territory for our health plan. And awareness of our essential role in Orange County's overall health soared.

The secret to standing out? Standing together with our stakeholders. These achievements are not our own. Collaboration remains at the heart of everything we do to make a difference for our vulnerable members and the dedicated providers and community-based organizations who serve them. Plus, we stand on the shoulders of those who came before us and did important work to bring CalOptima Health to this groundbreaking era.



Pediatrician Vandana Jerath, M.D., cares for Noor Ismail, 2, at St. Jude Neighborhood Health-Ponderosa Health Center in Anaheim.

Amid the constant swirl of health care change, leadership matters, and the real stories and photos of the members, providers, community leaders, elected officials and staff featured on these pages reflect that. CalOptima Health is on the cusp of our third decade, fueled by excitement, commitment and passion. Through our partnerships, we will continue to stand out and reach for new heights in serving members. 🌈

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ON THE COVER: Members Nathan Welti and Paris Bengford-Welti are all smiles at CalOptima Health's Thanksgiving event.

A NOTE FROM CALOPTIMA HEALTH LEADERS

Thank you for taking a moment to review our **2025 Report to the Community**. We are grateful to our many partners — community-based organizations, physicians, medical groups, community clinics, hospitals, key stakeholders, the County of Orange Social Services Agency and the Orange County Health Care Agency — and to our Board of Directors for helping us fulfill our mission to serve almost 1 million members with excellence and dignity. We are equally grateful to our members and their families, who entrust us to provide access to quality health care and supportive services through California Advancing and Innovating Medi-Cal (CalAIM).

This report highlights the significant accomplishments over the past year, and we want to thank you for your engagement with us to make it all happen! As we look to the future, we will proudly celebrate **CalOptima Health's 30th Anniversary** and will be working to implement our new Strategic Plan for Fiscal Years 2025–2027. Key strategic initiatives include adding another city to our Street Medicine Program, awarding additional community grants, continuing to invest in provider workforce development and the list goes on.

As a priority, we are engaging our members more directly, meeting face to face at community events and health fairs across Orange County. Being where members are reflects our commitment to providing accessible health care programs and services. Our message to members continues to be: “Your Health Is Everything to Us.” We are energized by Medi-Cal’s transformation to whole-person care, where housing is health, food is health and access to medical care is health. As we say time and time again, we are “Better. Together.” 🌈



Back row, from left: Steve Eckberg, Eric Rustad, Kelly Giardina, Michael Hunn, John Tanner, Dr. Richard Pitts and Dr. Michael Silva Rose. Middle row: Dr. Zeinab Dabbah, Veronica Carpenter, Marie Jeannis, Michael Gomez, Javier Sanchez and Yunkyung Kim. Front row: Donna Laverdiere, Dr. Kelly Bruno-Nelson, Carmen Katsarov, Linda Lee and Nancy Huang. (See Page 46 for titles and other executives not pictured.)

Yile He and her boys, Kai Li, 2, and Leo Li, 4, enjoy a CalOptima Health event.



CARING FOR MEMBERS

At CalOptima Health, members are at the heart of everything we do. From personalized care to robust customer service, we are dedicated to members’ health and well-being across all stages of life. Our bold goals are to enhance member experiences, expand access to care and achieve health equity. In this section, discover the impactful stories and initiatives that define our commitment to supporting members on their health journey.

SERVING MEMBERS OF ALL AGES

CalOptima Health is for members of all ages and stages of life. About 11,000 babies become our youngest members each year. And we are proud to protect the health of about 320 members who are currently 100 and older. Meet two special members representing our continuum of caring.



SALEM JHENE-ANN GAVELLO

Salem entered the world on September 2, 2024, joining her four siblings. Her mom, Bri, says she is a happy and healthy baby. Her name holds a special meaning to her parents. Salem means “peaceful,” and Jhene means “gift from God.” Her middle name is hyphenated to include “Ann,” honoring her dad’s grandmother. Salem’s parents say their daughter is a blessing from God and brings the family peace. Bri has been a CalOptima Health member since 2021, and she is pleased with the care she and Salem have received. She trusts the physicians providing care. “I feel confident in CalOptima Health as the best option to provide all of my baby’s medical needs,” she says. As Salem grows, Bri hopes her daughter feels safe, supported, encouraged and loved, and will learn the importance of caring for herself physically and mentally.



JUANA GOMEZ

Juana was born February 8, 1924, and celebrated her 100th birthday surrounded by family and being serenaded with her favorite marichi song, “Paloma Negra.” Juana moved to the United States from San Gaspar de los Reyes, Jalisco, in 1989 and has been a CalOptima Health member since 2017. She participates in CalOptima Health’s Program of All-Inclusive Care for the Elderly (PACE), attending the center five days a week, where she receives medical care, enjoys activities and has meals tailored to her needs. Her daughter, Francisca, praises the care her mother receives: “The doctors, nurses, rehab and the drivers have all been amazing.” Juana enjoys the little things in life, such as watching novelas, listening to music, coloring, knitting and seeing her grandchildren. She credits PACE for the support and care that keeps her healthy and attributes her long life to “not paying attention to unimportant matters or to what other people say.”



MEDI-CAL EXPANSION

This change was headline news for Medi-Cal members — all income-eligible Californians now qualify for Medi-Cal regardless of immigration status. In January 2024, California completed its expansion of Medi-Cal to undocumented residents of all ages, adding adults ages 26–49 to previously eligible groups of children, young adults and older adults. CalOptima Health welcomed more than 48,000 adult members who transitioned from restricted Medi-Cal that only covered them in emergencies. Through robust outreach and advertising, CalOptima Health promoted this expanded eligibility to increase access to care and pursue health equity among all Orange County residents.



PACE SATISFACTION RATING

We see it in their smiles daily, but it’s great to have data confirming it. CalOptima Health’s Program of All-Inclusive Care for the Elderly (PACE) participants are happy with our services. In the 2024 statewide survey of PACE participant satisfaction, CalOptima Health PACE earned a rating of 94%. Participants provided feedback about 11 service areas, ranging from transportation and recreation to medical care and rehabilitation therapy. Our rating is the second highest among all 20 PACE programs in California and is five percentage points above the statewide average. Our PACE staff pours their hearts into their work, and it shows.

MEDICARE+MEDI-CAL
BUILT AROUND YOU



caloptima.org/OneCare

ONECARE PLAN OPTIONS

In October 2024, CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, proudly announced two benefit package options for 2025 so dual-eligible beneficiaries can choose what fits their life. In addition to the original OneCare plan, now called OneCare Complete, CalOptima Health introduced OneCare Flex Plus. Both plans still combine a member’s Medicare and Medi-Cal benefits into one plan. OneCare Complete offers \$0 copays for medical and hospital services and covered prescription drugs. OneCare Flex Plus is a low-cost plan designed for flexibility, including a larger allowance for over-the-counter items.



MEDI-CAL QUALITY

Members depend on us to get it right, so we are dedicated to practices that contribute to health plan quality. In 2024, the National Committee for Quality Assurance conducted its triannual review of CalOptima Health's quality programs and processes.

We are proud to announce that our accreditation was renewed through 2027, and this represents 15 years of commitment to quality since our first accreditation in 2012.

MEMBER HEALTH REWARDS

Sometimes doing the right thing for your health takes a little nudge, and CalOptima Health offers encouragement through our generous Member Health Rewards program. In the first nine months of 2024, we awarded more than 25,000 incentives to Medi-Cal members and nearly 18,000 incentives to OneCare members. Medi-Cal members earned rewards ranging from \$25 to \$50 for completing 11 healthy behaviors, including Annual Wellness Visits, cancer screenings, diabetes-focused tests, postpartum checkups, blood lead tests and more. OneCare members had seven chances to get preventive care right, with incentives for completing their health risk assessment, cancer screenings, osteoporosis screening and more. In total, the rewards represent about \$1.7 million, and that's a small price to pay for quality preventive care.

IMPROVED PHONE SERVICE

Members call us an average of 70,000 times a month, and handling that call volume requires top-notch systems. In 2024, CalOptima Health upgraded to a new best-in-class phone system to streamline telephonic operations and improve members' experience. The NICE CXone system offers distinct phone prompts that help members connect to the appropriate department for smoother and quicker member-staff interaction. In the future, NICE will also capture feedback with after-call surveys to help us continuously improve and meet members' needs.



BRIGHT STEPS EVENTS

Who doesn't love celebrating babies? That's what Bright Steps, CalOptima Health's maternity program, does — engaging expectant and new parents at events designed to ensure our infant members get a great start. At our second annual baby shower, nearly 500 Medi-Cal members learned about community resources for families, enjoyed games and activities, and received 175 packs of diapers and 250 toys for children ages 0–3. New moms were also invited to our second annual breastfeeding event hosted by Bright Steps, our Equity and Community Health team, and the Orange County Health Care Agency Women, Infants, and Children (WIC) program. Thirteen community partners offered resources, information and items for moms and babies. Giveaways included fresh produce boxes, diapers, bassinets, books, sunscreen and baby shoes. Most of the 181 attendees were CalOptima Health members. Beyond hosting special events, Bright Steps works all year to support pregnant members' prenatal and postpartum needs throughout pregnancy and up to one year after delivery.



MEMBER SERVICES OFFICE

Our mission is to serve members, and there's nothing we enjoy more than meeting members in person. In August 2024, we opened a special new space to make our meetings more comfortable and productive. The CalOptima Health Member Services office is now at 500 City Parkway West, a building adjacent to CalOptima Health's longstanding headquarters. Members are greeted warmly by Customer Service representatives and invited to enjoy the bright and modern lobby that includes an area dedicated to children. Conversations are conducted in private meeting rooms to ensure members' issues are handled with care. The office is open Monday through Friday, 8 a.m. to 5 p.m.



TELEHEALTH BEHAVIORAL HEALTH

It's no secret that more people need behavioral health services, so to respond to our members' growing demand, CalOptima Health launched telehealth services in April 2024 for behavioral health care through TeleMed2U. Adding this service helps boost access to care for routine outpatient services and supports timely post-hospitalization follow-up appointments. Medi-Cal and OneCare members contact TeleMed2U directly, and clinicians treat mild to moderate conditions, delivering services for outpatient mental health evaluation, medication management, therapy and more. As of November 1, 2024, members have logged more than 2,500 virtual behavioral health care appointments.



EQUITY AND COMMUNITY HEALTH DEPARTMENT

To better reflect the importance of its endeavors, our Population Health Management department is now the Equity and Community Health department, focusing on keeping all members healthy and reducing health disparities. Part of the department's mission is to improve the overall quality of care for members by increasing access through community-based programs. These programs focus on maternal and child health, and wellness, prevention and chronic disease management across the life span. The department also aims to address mental wellness and social determinants of health while framing actions through the lens of health equity.



CalOptima Health member Ruth Manzo radiates positivity now that she has stable housing and a rewarding job at Community Action Partnership of Orange County.

Ruth Manzo

A no-fault eviction, health challenges and a loss of employment led to homelessness for Ruth Manzo, a CalOptima Health member for 17 years. Thankfully, the lack of secure housing for Ruth and her family was resolved when CalOptima Health connected them to Community Action Partnership of Orange County's (CAP OC) Housing Navigation Program. The program delivers housing services funded by Medi-Cal.

Before CAP OC, the family had hit a low point. Ruth's husband had a stroke due to the stress of the eviction. Her formerly happy and loving son became withdrawn and depressed, affecting his school attendance and sinking his grades from A's to D's. Ruth suffered a job loss due to crippling anxiety and full-time care for her husband.

But Ruth credits CAP OC's Annie Tran-Luong for the hard work and dedication that turned their situation around. "I regained hope thanks to Annie," Ruth says. "She was my rock and helped me navigate the most difficult moments and stay connected and grounded."

Ruth's family circumstances have changed dramatically. With guidance and resources, they pulled together and conquered the challenge. "Homelessness can destroy your spirit, especially

if you are not equipped with the right tools and resources," Ruth says. "We no longer take anything for granted, are more grateful and cherish our family time together."

Her son gets A's again, while her husband's health is improving. Ruth's mental health is better, and she returned to college after 15 years to finish her degree in human services. She is also getting certified to become a drug and alcohol substance abuse counselor. With her new skills, Ruth now works at CAP OC as a program coordinator/housing navigator and is excited about transforming the lives of others experiencing or at risk of homelessness.

She says the CAP OC Housing Navigation Program reflects how CalOptima Health goes above and beyond with top-notch services, from mental health and vision care to annual checkups and specialist referrals. "Thank you to everyone at CalOptima Health," Ruth says. "The staff does an amazing job. I am thankful to have such a wonderful care team providing the support my family needs."

Ruth now radiates positivity: "Regardless of your circumstances and the challenges you encounter on life's journey, there's light at the end of the tunnel. Never give up on yourself or your family because you are worth it." 🌈

“Regardless of your circumstances and the challenges you encounter on life’s journey, there’s light at the end of the tunnel.”

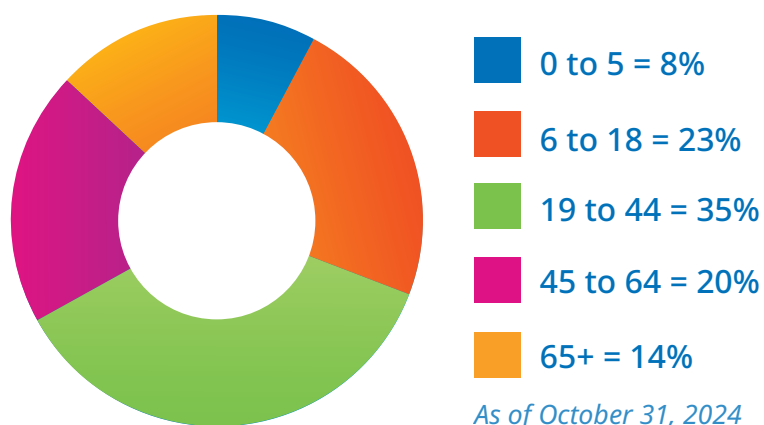
MEET OUR DIVERSE MEMBERS

While CalOptima Health Medi-Cal is far and away our largest health plan, we offer two comprehensive programs for seniors, OneCare and PACE. Across all three plans, our members have diverse language preferences and ages. Many are surprised that nearly a third of all CalOptima Health members are children ages 18 and younger.



As of October 31, 2024

AGES



As of October 31, 2024

LANGUAGE PREFERENCES

English	54%
Spanish	31%
Vietnamese	10%
Other	2%
Farsi	1%
Korean	1%
Arabic	<1%
Chinese	<1%

As of October 31, 2024



ARAB AMERICANS AND MUSLIM AMERICANS

Access California Services honored CalOptima Health with the Advancing Equity Leadership Award at its Annual Gala in February 2024. Access California is a community-based organization offering direct health and human services to underserved populations, focusing on Arab American and Muslim American communities.



LGBTQ MEMBERS

Access to Prevention Advocacy Intervention and Treatment (APAIT) honored CalOptima Health in September 2024 with its Community Impact Award for being an ally of the LGBTQ community and advocating for people impacted by HIV/AIDS and mental health challenges.



At St. Youstina Community Health Center in Santa Ana, nurse practitioner Jewlery Vu, FNP-C, examines CalOptima Health member Albert Herrera while mom Karla Dominguez looks on.

SUPPORTING PROVIDERS

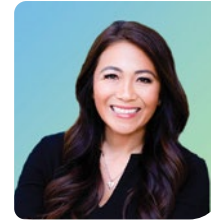
CalOptima Health enhances members' care by empowering providers with innovative programs, advanced training and supportive partnerships. From a groundbreaking \$526.2 million rate increase to initiatives like the Provider Portal upgrade and quality improvement grants, we prioritize provider success. In this section, learn how we work "Better. Together." with providers to strengthen the health care safety net, ensuring timely, equitable access for Orange County's most vulnerable populations.

HISTORIC PROVIDER RATE INCREASE

In June 2024, CalOptima Health approved the largest provider rate increase of its kind in our nearly 30-year history — \$526.2 million to increase rates paid to health networks, hospitals, physicians, community clinics, behavioral health/applied behavior analysis providers, and ancillary services providers. This investment is intended to support timely access to critical health care services for members and promote longer-term financial stability of the managed care network over a 30-month period from July 2024 through December 2026.

This unprecedented provider rate increase came at a much-needed time to counteract some of the financial uncertainty caused by the California state budget deficit and its potential impact on health care programs, including Medi-Cal. Based on prior fiscal prudence and in accordance with our founding ordinance, CalOptima Health is using unallocated reserve funds to expand access and augment provider reimbursement.

“Historically, Medi-Cal reimbursement has been a barrier to access for patients and their families,” says Michael Hunn, CEO of CalOptima Health. “We ask a lot of our hospitals, doctors and others who provide life-saving care to our members. During the public health emergency, CalOptima Health supported providers with temporary, short-term supplemental payments. These new rate increases will help ensure member access, provider financial stability, network access and medical care for CalOptima Health members through 2026.”



“The increase means more comprehensive and accessible mental health services and behavioral interventions. It will allow us to expand our reach to underserved populations, reduce wait times, and deliver individualized, evidence-based care that addresses the unique needs of each patient.”

—Junie Lazo-Pearson, Ph.D., BCBA-D, Chief Clinical Officer, Advanced Behavioral Health



“These rate increases by CalOptima Health put members’ health care needs first and foremost. All of the hospitals, community clinics, physicians and others who care for CalOptima Health members appreciate the recognition and validation of our important role in supporting the health care safety net in Orange County.”

—Robert Braithwaite, President and CEO of Hoag Memorial Hospital Presbyterian and Chair of the Orange County Area for the Hospital Association of Southern California



“On behalf of the physician community, the Orange County Medical Association applauds this important action by CalOptima Health in making a substantial investment in the health care delivery system in Orange County.”

—Jim Peterson, Executive Director, Orange County Medical Association

BEHAVIORAL HEALTH P4V

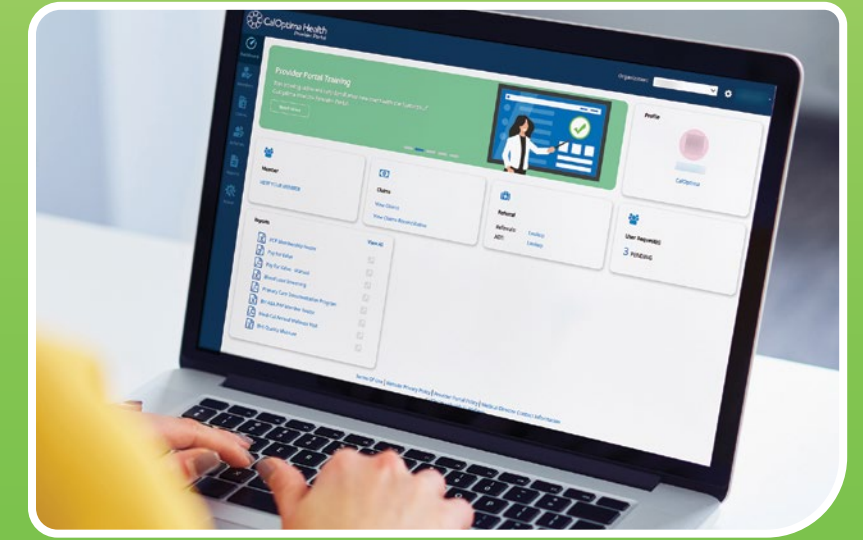
Starting in January 2025, contracted behavioral health providers can participate in CalOptima Health’s Pay for Value (P4V) program and receive financial incentives for providing quality care to our members. P4V program participants earn bonuses for meeting or exceeding predetermined metrics on an annual basis. To be eligible, behavioral health providers must be contracted with CalOptima Health, in good standing throughout the year and submit a request to participate.

SULLIVANLUALLIN GROUP PARTNERSHIP

CalOptima Health has partnered with the SullivanLuallin Group (SLG) to offer a robust program to assist providers in improving the patient experience through in-person and virtual workshops and a provider shadowing program. SLG coaches providers on how to have positive patient experiences, make patient encounters efficient and effective, and manage challenging patient encounters. In 2024, more than 330 providers have taken advantage of this opportunity to better serve our members.

QUALITY IMPROVEMENT GRANTS

Health care quality is a top priority for us, so in fall 2024, CalOptima Health awarded \$4.6 million in grants to health networks and providers to implement quality improvement projects for Medi-Cal and OneCare members. For Medi-Cal, the goal is to boost performance on Medi-Cal’s Managed Care Accountability Set quality measures, particularly those aimed at promoting health equity and addressing health disparities. Congratulations to the health networks selected to receive a total of \$1.9 million in grants: AltaMed Health Services, CHOC Health Alliance, Noble Mid-Orange County, Optum and Prospect Medical Group. Twelve CalOptima Health Community Network providers were also awarded a total of \$2.2 million to work on Medi-Cal quality improvement. To raise OneCare’s performance on the Centers for Medicare & Medicaid Services (CMS) Star quality measures, four health networks were awarded nearly \$569,000. The grants empower health networks and providers to identify, implement and evaluate evidence-based practices that drive measurable improvements in quality.



PROVIDER PORTAL

Doing business with us has never been easier. Our Provider Portal, already full of helpful tools, has been upgraded with new features, including a digital Annual Wellness Visit form and the ability to confirm member eligibility. We also streamlined our claims dispute process to render decisions quicker, and in early 2024, we extended claims filing deadlines and offered workarounds to address the clearinghouse services disruption caused by the Change Healthcare cyberattack.



Pediatrician Riti Dayal, M.D., talks with CalOptima Health member Carni Rhee during an office visit.

Riti Dayal, M.D.

It's just after noon on a Wednesday when a mother walks into Royal Kids Clinic in Irvine. Overnight, her two young children developed a worrying cough, so she asks if they could see the doctor. After the staff takes her information and consults the schedule, they ask for her patience but assure her that her children will be seen.

On this typical weekday at the clinic, founder Riti Dayal, M.D., is soon examining the kids, exhibiting her signature style of flexibility and compassion. As she interacts with her patients, it's clear Dr. Dayal has a love for treating children. She has been a practicing pediatrician since July 2009 and is certified by the American Board of Pediatrics. She is also a past medical director of the pediatric department for Share Ourselves, a community health center.

In January 2021, Dr. Dayal founded Royal Kids Clinic to focus on providing gentle, compassionate care for children from newborn to age 18. She was drawn to pediatrics because she says her patients reflect the future, so it's her privilege to be a small part of their journey in life. "It's always been a joy to see them grow and help them along the way," she says.

Her medical interests go beyond diagnosing chicken pox or prescribing antibiotics. For Dr. Dayal, the healthiest children are those whose mental and physical well-being are well taken care of. That's her guiding philosophy when treating the Medi-Cal population in particular — there is a need to go beyond the simple application of medicine. "It requires a whole-person approach to ensure a healthy body and mind for the child and the entire family," she says.

In fact, she considers limited access to behavioral health services to be among the most pressing health challenges in Orange County. She is also concerned about the community having basic resources that affect health, including stable housing.

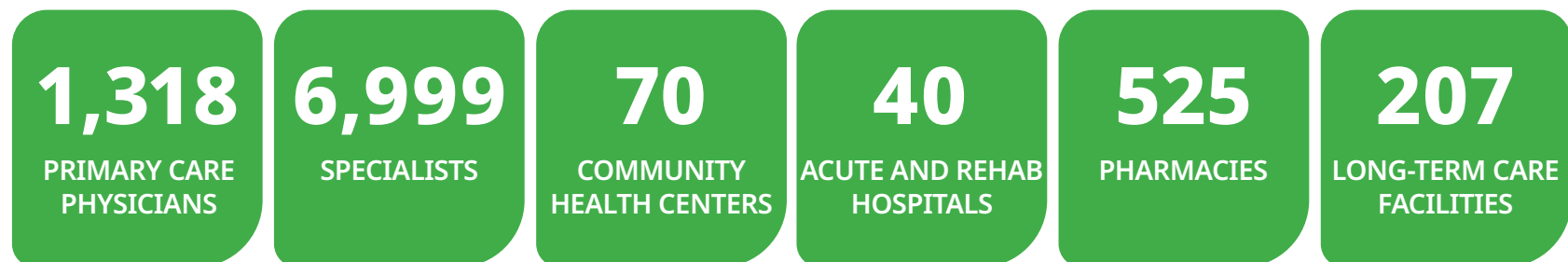
Right now, Dr. Dayal and Royal Kids Clinic are doing their best to provide medical resources to the community. While she treats the body at her practice, she encourages everyone to work together to treat the whole child. She concludes, "Devoting time and care to your children's physical and mental health is the best thing parents can do to keep their kids healthy." 🌈



It's always been a joy to see [children] grow and help them along the way.

THANK YOU, PROVIDERS

CalOptima Health is fortunate to have thousands of contracted providers across Orange County who meet members' every health care need with compassion and skill. We can't fulfill our member-focused mission without them, nor would we want to. Our partnerships make for a strong health care safety net.



As of November 20, 2024

Health Networks	Medi-Cal Members	OneCare Members
AltaMed Health Services	74,469	980
AMVI Care Health Network	27,678	339
CalOptima Health Community Network	159,206	3,153
CalOptima Health Direct	127,564	-
CHOC Health Alliance	146,972	-
Family Choice Health Services	46,954	1,895
Heritage-Regal Medical Group	11,874	236
Noble Mid-Orange County	24,925	315
Optum	184,253	7,380
Prospect Medical Group	44,854	2,177
United Care Medical Group	43,698	729
Total	892,447	17,204

As of October 1, 2024



COMMUNITY HEALTH CENTERS

The Coalition of Orange County Community Health Centers honored CalOptima Health's Chief Operating Officer Yunkyung Kim with a Community Health Center Ambassador Award in August 2024. The award recognizes CalOptima Health's work to raise awareness and support the community health movement.



Father-daughter pair Rodolfo and Celia Navarro team up to collect resources at a CalOptima Health event.

ENGAGING OUR COMMUNITY

In 2024, CalOptima Health made a remarkable impact across Orange County. Focusing on collaboration, we worked with hundreds of organizations to improve access to health care, address homelessness, reach underserved populations and much more. In this section, experience our largest health fair ever and expanded Street Medicine Program to understand how CalOptima Health demonstrates the power of community partnerships and outreach.

COMMUNITY NAVIGATOR AND ENROLLER PROGRAMS BOOST IMPACT



With the responsibility to serve 1 in 3 Orange County residents, CalOptima Health needs to be readily available and easily accessible to our members. So, our Community Relations team developed a strategy to multiply our impact by offering grant funds to community-based organizations to share the work.

Taking action during the critical post-pandemic period when Medi-Cal renewals restarted, we provided \$2 million in grants to three organizations and their community navigators to help with outreach and education about renewal and enrollment. They worked from June 2023 to May 2024, producing tremendous results and engaging literally thousands of members.

In 2024, we selected partners to work on the Medi-Cal Expansion effort to serve hard-to-reach communities and raise awareness about the availability of Medi-Cal to all residents, regardless of immigration status. Our \$4.6 million investment in community enrollers from 12 organizations will have a lasting impact as CalOptima Health members gain added support and uninsured individuals obtain coverage.

CalOptima Health is fortunate to have so many effective community partners, and this innovative approach is the latest way we are “Better. Together.”

Medi-Cal Expansion Community Enroller Partners

- Abrazar Inc.
- Camino Health Center
- Community Action Partnership of Orange County
- Community Health Initiative of Orange County
- Friends of Family Health Center
- Give For a Smile
- Latino Health Access
- Mental Health Association of Orange County
- Orange County United Way
- Serve the People Community Health Center
- Southland Integrated Services Inc./KCS
- Vista Community Clinic

Medi-Cal Renewal Navigators Stats

15,482	1,767	4,048	1,233	162	50,554	30	61,127
Updated or Confirmed Member Contact Info	Medi-Cal Renewals	Medi-Cal Applications	CalFresh Applications	Community Events Assisted	Estimated Attendees at Community Events	Hosted Events	Estimated Attendees at Hosted Events



SENIOR HEALTH AND WELLNESS EVENT

Seniors 65+ represent a significant portion of all CalOptima Health members, so in October 2024, we created our first-ever community event designed to meet their specific needs. More than 350 attended the Senior Health and Wellness Event and learned more about our OneCare and PACE programs. Attendees also received assistance with Medi-Cal and CalFresh enrollment, dental and vision screenings, and flu and COVID-19 vaccines. Plus, a popular Spanish radio personality provided entertainment to the excited crowd.

CALAIM PROVIDER AND GRANTEE SUMMIT

To celebrate community partnership and Medi-Cal transformation, CalOptima Health hosted a CalAIM Provider and Grantee Summit, with nearly 90 providers and community partners attending. The February 2024 event featured CalAIM success stories, a lived experience panel and remarks from keynote speaker Rishi Manchanda, M.D., a public health leader working on equity-focused initiatives. CalOptima Health’s commitment to CalAIM couldn’t be any stronger, and the energy in the room as participants learned from one another provided inspiration to continue exploring the many ways CalAIM is changing our members’ lives.



NONPROFIT HEALTH CARE ACADEMY

Aspiring to strengthen and support our partners, CalOptima Health’s Nonprofit Health Care Academy helps community-based organizations gain the technical skills needed to succeed in the complex health care environment. Nineteen organizations graduated from the six-month academy in February 2024 after learning how to contract with the health care sector, obtain funding opportunities and position their organizations as service providers. Based on the enthusiastic response to the academy’s training, another cohort of 20 organizations will wrap up their experience in March 2025. Organizations that complete the program receive a stipend of \$5,000 for their time and effort. Investing in safety net organizations reflects our role as a community-based health plan and ultimately serves our members.

PUBLIC HOUSING AUTHORITIES PARTNERSHIP

In a creative approach to remove barriers to care, CalOptima Health teamed up with Orange County’s four Public Housing Authorities (PHAs) to streamline the Medi-Cal application process and enhance health care access for residents. The partnership ensures individuals receiving rental assistance can swiftly apply for Medi-Cal and gain the benefits of community support services that address housing insecurity. When the work started in March 2024, leaders from the Orange County PHA, Anaheim PHA, Garden Grove PHA and Santa Ana PHA praised the strategic effort to serve vulnerable residents. Orange County Board of Supervisors Chairman Donald P. Wagner says: “This connection to resources is another tool to help prevent and end homelessness in Orange County.”



STREET MEDICINE

Our successful Street Medicine Program with the City of Garden Grove was honored in May 2024 with a Golden Hub of Innovation Award from the Association of California Cities-Orange County in the category of Collaborative Community Development & Innovation.

Street Medicine Program Expands



Matthew Hurst and Minnie

Building on the success of our first Street Medicine Program in Garden Grove, CalOptima Health expanded the program to Anaheim and Costa Mesa in summer 2024 to provide medical and social services to the unhoused on the streets. Since the program's launch in April 2023, more than 500 members in the three communities have been served, each receiving personalized and coordinated health care, behavioral health and social services.

"While CalOptima Health's Street Medicine Program is relatively new, its impact has already been significant in serving hundreds of members experiencing homelessness," says Michael Hunn, CEO of CalOptima Health. "The strength of our program comes from experienced providers and compassionate peer navigators building trust with those they serve. With that expertise, plus the essential support and collaboration of all stakeholders, including leaders from the city, police and fire departments, the result is life-changing health care for those most in need."

"I feel like a human being again. I can't explain how much CalOptima Health has done for me. I'm grateful."

— Matthew Hurst, Street Medicine Program participant

The CalOptima Health Street Medicine Program transforms lives by recognizing that housing is health. After months of working with his case managers, Matthew Hurst and his beloved dog, Minnie, moved into a one-bedroom apartment in Anaheim in August 2024. "I feel like a human being again," he says. "I can't explain how much CalOptima Health has done for me. I'm grateful. The help that they've given me has gone above and beyond my expectations."



Costa Mesa's providers and stakeholders celebrate the program's launch together.

Matthew is not alone in celebrating a transition from the street to permanent housing made possible by the program. Wendell Washam tells his story: "I've been stabbed seven times and jumped by three different gangs. It's been a struggle out here. Thank God they rescued me, and thank God for this program. I will be moving into my new apartment soon. It will be amazing."

Both men began their journey to housing inside a CalOptima Health Street Medicine Program mobile van. The specially equipped vans contain an exam room and supplies to provide primary care for unhoused members where they are in the community. In Costa Mesa, CalOptima Health contracts with Celebrating Life Community Health Center to deliver the program's services, and in Anaheim, the provider is Healthcare in Action. The provider teams include clinicians, case managers, peer navigators and others. They work first on building trust with potential program participants and then move into delivering medical care and Enhanced Care Management with the ultimate goal of navigation to housing. *(continued)*



Wendell Washam hugs Steven Calderon, his peer navigator from Healthcare in Action.



Nurse Kimberly Tobon prepares supplies in the Costa Mesa van.



The Costa Mesa team is ready to serve the community.

Street Medicine (cont.)



Leaders and elected officials gather to celebrate the launch of the Anaheim program.

Leaders from our newest partner cities praise the approach. “In Anaheim, we embrace new ways to get people off the streets and out of the tragedy of homelessness,” says Mayor Ashleigh Aitken. “Street medicine is medical care combined with case management, all to get people off our streets and into lasting housing. This isn’t about treating and sustaining life on the street. Because that is simply unsustainable. This is about primary care medicine as the first step toward breaking the cycle of homelessness.” Adds Costa Mesa Mayor John Stephens: “The City of Costa Mesa is honored to be one of three Orange County cities chosen to implement CalOptima Health’s Street Medicine Program. This innovative approach to bringing medical care to those with the greatest need enhances the City’s comprehensive system of care. Costa Mesa continues to be a model for effective, compassionate care in our region.”



“Healthcare in Action has seen success in approaching the homelessness crisis through the lens of health care. Through our unique ‘street-based’ model, we can provide sustainable, primary care addressing the complex medical and social needs of this population, and we look forward to bringing that to individuals in the city of Anaheim.”

—Benjamin Kaska, Vice President of Clinical Operations



“Celebrating Life Community Health Center is honored to join forces with CalOptima Health and the City of Costa Mesa to establish this transformative Street Medicine Program. This initiative is a testament to our firm commitment to serve the most vulnerable members of our community. Our dedicated team is passionate about meeting people where they are — directly on the streets — to provide essential medical care and support.”

—Sergey Sergeev, CEO



Back-to-School

HEALTH & WELLNESS FAIR

Tustin Event Draws
Largest Crowd Ever



AUGUST 3, 2024



COLUMBUS TUSTIN PARK

Hot August weather didn't zap the energy and excitement of CalOptima Health's second annual Back-to-School Health and Wellness Fair. Lines stretched long as more than 5,200 parents and children attended to receive the services and resources needed for a great start to the school year. It was the largest crowd to ever gather for a CalOptima Health community event.

Thanks to the generosity of dozens of community partners, thousands of school-age children were excited to pick out new backpacks, shoes and bike helmets. Free services were available in abundance, as kids lined up to get their hair cut, have dental and vision screenings, and receive sports physicals.

Families visited the booths of 30 community partners, which offered boxes of food and diapers, health and wellness information, and help with CalFresh and Medi-Cal enrollment. Throughout the event, attendees enjoyed fun activities like face painting, children's musical theater and cultural performances.

CalOptima Health's membership includes more than 220,000 school-age children, and we are committed to going above and beyond to meet kids' health care and other needs. The size of the Back-to-School Health and Wellness Fair reflects our big heart for our youngest members.

[OPEN TO SEE MORE >](#)



 **5,200+**
ATTENDEES

 **30**
COMMUNITY PARTNERS

 **70**
VOLUNTEERS

 **\$150,000**
GOODS & SERVICES



COMMUNITY LEADERS

Community leaders came together to welcome the huge crowd

From left: Beckie Gomez, Ph.D., Tustin City Council Member; Orange County Supervisor and CalOptima Health Board Vice Chair Vicente Sarmiento; U.S. Representative Young Kim; Coalition of Orange County Community Health Centers CEO and CalOptima Health Board Chair Isabel Becerra; CalOptima Health Chief Operating Officer Yunkyung Kim; Allyson Muñiz Damikolas, President and Trustee Area 1, Tustin Unified School District; and CalOptima Health CEO Michael Hunn.

HAIRCUTS

Kids sat patiently in barber chairs for **55 haircuts** provided by CRU Institute, a barber school.



NALOXONE

CalOptima Health supplied **108 boxes of naloxone** to families to help prevent accidental opioid overdoses.



BACKPACKS

Karina's Backpack Project offered **1,500 backpacks**, each loaded with basic school supplies.



FOOD BOXES

A longstanding CalOptima Health partner, Community Action Partnership of Orange County supplied **1,000 boxes of food** to help members with food security.



ENTERTAINMENT

With entertainment galore, the event featured face painting, balloon twisting, magic, children's musical theater and cultural performances — something for everyone!



BIKE HELMETS

HealthBridge made pedaling to school safer with **542 bike helmets** for kids.

DIAPERS

Community Action Partnership of Orange County donated **24,225 diapers** for our youngest members.



SHOES

The H4H Foundation donated **4,500 pairs of shoes** in all sizes for toddlers to teens. It was the first time CalOptima Health offered free shoes at a community event.



ENROLLMENTS

County of Orange Social Services Agency helped **238 attendees** with Medi-Cal and CalFresh applications.



DENTAL

AltaMed Healthy Smiles delivered dental care from a mobile exam room, providing **33 dental screenings** to members.

VISION SCREENINGS AND EYEGASSES

Lestonnac Free Clinic was busy providing **101 vision screenings and 79 eyeglasses** to help kids succeed in the classroom.



Serving the Community

CalOptima Health staff and leaders crisscrossed Orange County in 2024, participating in or sponsoring a record number of events with our community partners.

235 EVENTS ATTENDED

88 EVENTS SPONSORED

CalOptima Health also hosted 12 large-scale events.



2 HOLIDAY
EVENTS



1 BACK-TO-SCHOOL
HEALTH AND
WELLNESS FAIR



1 SENIOR
SUMMIT



4 COMMUNITY
RESOURCE FAIRS



1 THANKSGIVING
FOOD DISTRIBUTION
EVENT



2 NALOXONE
DISTRIBUTION
EVENTS



1 OLDER ADULT
RESOURCE FAIR



CalOptima Health

CHILDREN AND FAMILIES RECUPERATIVE CARE CENTER

When the Children and Families Recuperative Care Center opened in Santa Ana in November 2024, it was not only a first for Orange County but the nation. Recuperative care centers for unhoused adults are increasingly common, but there has never been a place for unhoused children with medical needs to recover with the support of their families. CalOptima Health granted \$3.5 million to Illumination Foundation, a local nonprofit dedicated to disrupting the cycle of homelessness, to purchase and expand the property that houses the pioneering program that will ultimately serve 10 families. And because this is an entirely new endeavor, we collaborated with Illumination Foundation and our Medi-Cal regulators to create the ongoing payment structure that will help sustain the program's on-site medical and social support services. "We hope that this revolutionary reimbursement model will serve as an example for additional recuperative care sites for children and families across the country," says Dr. Pooja Bhalla, CEO of Illumination Foundation.

While the children experience recovery and healing, the parents receive comprehensive case management specific to their circumstances, housing assistance and trauma-informed counseling to address the complex challenges of homelessness. "The model program not only attends to the needs of children who are at greater risk of poor health outcomes because they are experiencing homelessness, but it also allows families to work toward stable housing," says Michael Hunn, CEO of CalOptima Health. "This integrated system combines housing and health care and provides the necessary support to guide families along their journey to improved health and permanent housing."



INAUGURAL THANKSGIVING EVENT



Food is health. To bring this statement to life, CalOptima Health held our first Thanksgiving Food Distribution Event in November 2024, providing more than 1,300 members with everything needed to prepare a hearty holiday meal. Each family received a shopping cart to collect side dishes as well as a turkey or ham. More than 65 enthusiastic staff welcomed members to the event at our office, including two employees who took turns wearing a turkey costume to bring extra smiles. In addition, the County of Orange Social Services Agency provided enrollment assistance for CalFresh to address food insecurity, and Mercy Health offered COVID-19 and flu vaccinations. We loved receiving this special note: "Thank you so much for the blessings of receiving the Thanksgiving food that will change our dinner for my whole family. We are so grateful for the food and all the information given to us to get resources. It is wonderful to know the CalOptima Health building is open for us low-income families. Have a Happy Thanksgiving!"



From left, Becks Heyhoe-Khalil, Executive Director, United to End Homelessness, Orange County United Way; Kristine Peters, CFRE, Senior Director of Programs, United to End Homelessness, Orange County United Way; Tanya Kenkare, Program Senior Specialist, Orange County United Way; and Jeff Dronkers, Evaluation Manager, Orange County United Way, serve CalOptima Health members at risk of homelessness.

Orange County United Way

George, a CalOptima Health member, spent years cycling between shelters and the streets, with financial barriers keeping him from securing a permanent home. When George eventually connected with Orange County United Way, he was able to get flexible funding and support to overcome the obstacles standing between him and stable housing. Today, George is finally in a home of his own.

George is one of 937 members who have benefited from Whatever It Takes, an innovative program created in April 2023 by Orange County United Way's United to End Homelessness initiative. CalOptima Health granted \$1.6 million to United Way for the program, which recognizes that stable housing is key to long-term health and well-being. Whatever It Takes works alongside California Advancing and Innovating Medi-Cal (CalAIM) benefits, including Housing Transition Navigation Services, Housing Deposits, and Housing Tenancy and Sustaining Services, to address barriers and fast-track housing solutions.

Whatever It Takes serves members who are enrolled in CalAIM and connected to a housing services provider. More than 30 providers draw from the program's flexible funding to pay members' housing-related expenses not covered by CalAIM — landlord incentives, transportation assistance, security deposits and more — essentially, "whatever it takes" to acquire or secure housing. Usually, an average of just \$1,465 per person will resolve the issue.

"Programs like Whatever It Takes are critical in helping those in our community overcome the financial and logistical barriers that often stand in the way of stable housing," says Becks Heyhoe-Khalil, Executive Director of United to End Homelessness. "We are empowering members to build healthier futures."

Additionally, the program offers Housing Location Services through United Way's WelcomeHomeOC Landlord Incentive Program, which connects eligible clients with available housing units. It also provides training and support to staff of housing services providers, ensuring they have the tools to navigate members through the complex housing system.

Whatever It Takes offers flexible funding that isn't available anywhere else. "Through this unique program, Orange County United Way and CalOptima Health are making meaningful strides toward housing stability, improving lives one step at a time," Heyhoe-Khalil says.

And the strides will continue. In October 2024, CalOptima Health approved \$4.6 million in additional funding to extend Whatever It Takes through August 2026. United Way's expanded effort means that George will be joined by up to 2,400 additional members in receiving transformative housing services in the next two years.

Orange County United Way and CalOptima Health are making meaningful strides toward housing stability, improving lives one step at a time.



NALOXONE DISTRIBUTION

Our Drive to Revive continued to combat the fentanyl epidemic, distributing nearly 190,000 two-dose boxes of naloxone in 2024. During two special provider-oriented events, representatives from doctor offices, hospitals and community organizations picked up cases of naloxone and committed to speeding the lifesaving medication into the hands of CalOptima Health members as a tool to prevent accidental opioid overdoses. We also supplied naloxone at community health fairs, including two at community colleges. “The fentanyl and opioid overdose epidemic can affect anyone, and naloxone can make all the difference in an emergency situation, just like a defibrillator for cardiac arrest or epinephrine for an allergic reaction,” says Richard Pitts, D.O., Ph.D., CalOptima Health’s Chief Medical Officer. “Our free distribution program enables CalOptima Health to put this lifesaving medicine in more hands when seconds count to save someone’s life.”

Free Naloxone Available to Community Organizations

Email naloxone@caloptima.org with the name and email address of your organization’s authorized representative. Once that person completes an electronic distribution agreement, CalOptima Health will deliver the naloxone during business hours.



BLACK WOMEN LEADERS

Marie Jeannis, RN, MSN, CCM, Executive Director of Equity and Community Health, was inducted into the National Coalition of 100 Black Women Inc. in August 2024. She will serve in the health education program and be part of the Orange County Chapter.



INSPIRATIONAL WOMEN

In April 2024, Chief Financial Officer Nancy Huang was a finalist in the Second Annual Los Angeles Times B2B OC Inspirational Women Awards, recognizing accomplished female leaders from corporations and nonprofit organizations throughout Orange County.



COMMUNITY LEADERSHIP IN ENDING HOMELESSNESS

The Orange County Board of Supervisors appointed Kelly Bruno-Nelson, DSW, Executive Director of Medi-Cal/CalAIM, to Orange County’s Commission to End Homelessness. She will serve a two-year term, ending January 22, 2026. The Commission implements and coordinates strategies to address homelessness in Orange County.

Shakoya Green Long, CEO of Thomas House Family Shelter, speaks with a colleague at a CalOptima Health event for community partners.



INVESTING IN NEW PROGRAMS

CalOptima Health actively invests millions in new programs that respond to areas of greatest need. Our innovations range from addressing members’ social drivers of health to heading off a looming provider workforce shortage. We are transforming members’ quality of life with housing support, recuperative care and more while we are changing Orange County’s health care landscape for the good. In this section, explore our leadership in advancing community health.

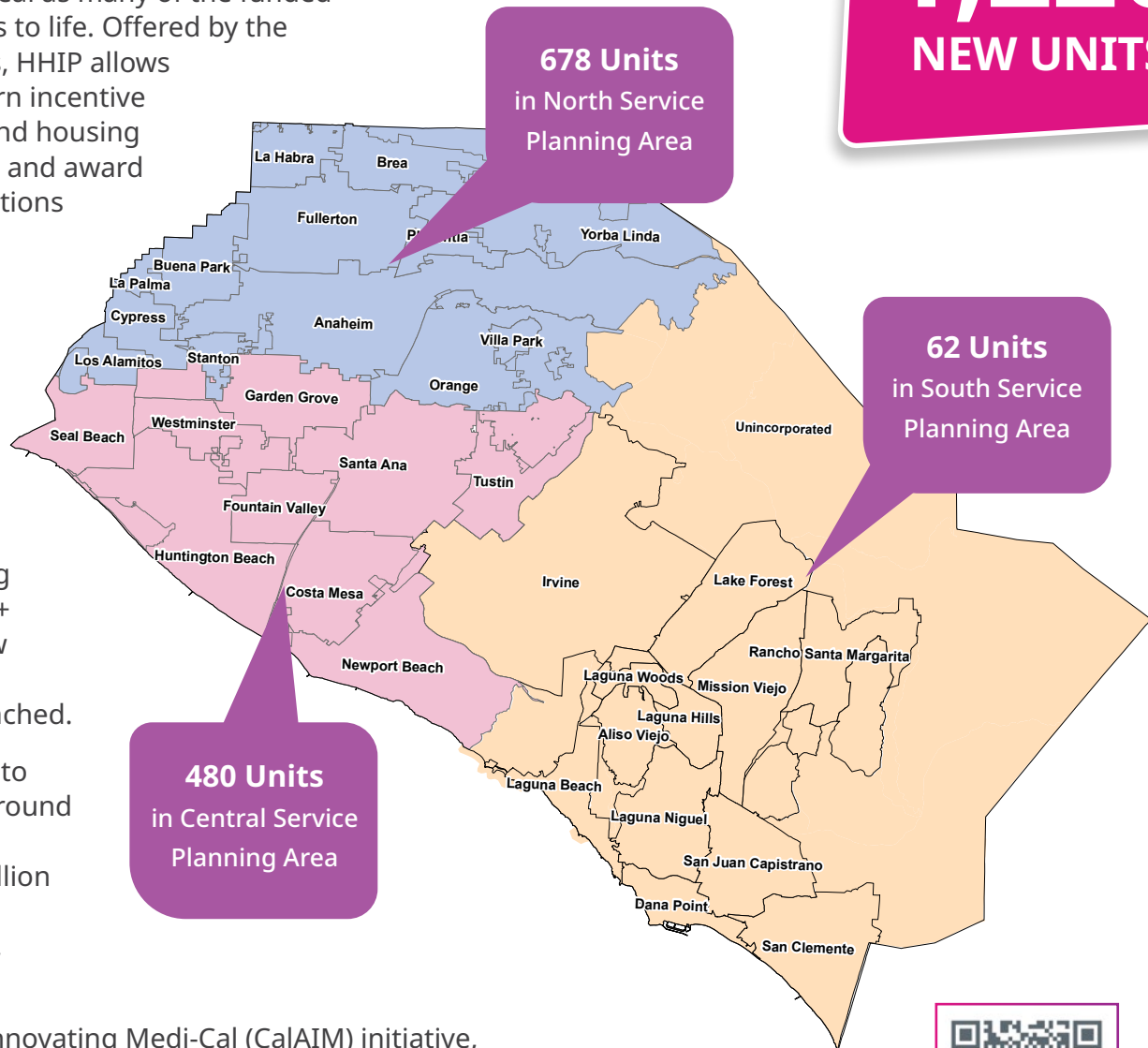
PRIORITIZING HOUSING PROGRAMS

Groundbreakings, ribbon cuttings, open houses and more. In 2024, CalOptima Health's implementation of the Housing and Homelessness Incentive Program (HHIP) became real as many of the funded organizations brought their projects to life. Offered by the Department of Health Care Services, HHIP allows Medi-Cal managed care plans to earn incentive funds that address homelessness and housing insecurity as social drivers of health and award those funds to community organizations poised to make a difference.

Orange County is fortunate to have so many engaged organizations. Through a competitive grant process, CalOptima Health has chosen 96 organizations as partners since the program began two years ago. The scope of their plans is impressive. In total, 1,220 housing units will be built or renovated, 120+ staff positions will be added to grow capacity to serve members, and 62 new projects or services will be launched.

It takes hard work for a health plan to build housing programs from the ground up, but we are committed. In fact, CalOptima Health secured \$72.9 million in HHIP funding, and our Board of Directors added \$87.4 million more, for a total of \$160.3 million.

Like the California Advancing and Innovating Medi-Cal (CalAIM) initiative, HHIP aims to improve health outcomes by delivering resources for whole-person care that go beyond traditional medical services. HHIP connects directly to CalOptima Health's deep belief that "Housing is health."



1,220
NEW UNITS!



To learn more, read our full HHIP report.



COMMUNITY HEALTH WORKERS

CalOptima Health continues to expand the network of providers who serve our members. One of the newest additions is Community Health Workers (CHWs). To boost the availability of CHWs, we awarded grants to support 21 local organizations to participate in CalOptima Health's CHW Academy and become contracted to deliver CHW services. The organizations received up to \$100,000 each to build capacity for the CHW benefit, fostering improved care through health education and preventive health services. Our newly minted CHW providers graduated from the academy in November 2024.

MOBILE CLINICS

To promote better care at shelters, CalOptima Health developed the Homeless Clinic Access Program (HCAP) to deliver quality, accessible medical care to those experiencing homelessness in Orange County. By coordinating mobile clinics at 12 shelter sites throughout the county, HCAP supports medical providers and shelter operators in offering preventive, primary and urgent care where our most vulnerable members are. The two-year partnerships began in January 2024. A total of up to \$3 million in incentives will be paid to the providers and shelter operators who agree to work together to support the HCAP goal of removing barriers to care.



DYADIC SERVICES ACADEMY

Dyadic care is a new Medi-Cal benefit that focuses on the relationship between a child and their parent or caregiver to promote healthy child development and mental health. To help providers implement this benefit, CalOptima Health developed and funded a partnership with First 5 Orange County to create a Dyadic Services Academy in spring 2024. First 5 then engaged licensed clinic sites that see a significant number of pediatric patients up to age 3 who are insured by CalOptima Health. The academy aims to identify best practices and train more pediatric providers to deliver dyadic care, which can increase timely well-child visits and behavioral screenings and strengthen child-parent relationships.

JUSTICE-INVOLVED COLLABORATIVE

CalOptima Health invested up to \$1 million to develop a Justice-Involved Services Learning Collaborative to support organizations in delivering in-reach services to individuals in Orange County detention facilities. With funding of \$200,000 each for up to five organizations, the collaborative aims to build capacity for pre-release services, share best practices and improve health outcomes for justice-involved members. This effort is tied to the state's Justice-Involved Reentry Initiative, which provides a targeted suite of Medi-Cal services for youth and adults in state prisons, county jails and youth correctional facilities in the 90 days prior to their release. The goal is to provide formerly incarcerated individuals with a smoother transition and better health outcomes. Orange County will participate in this initiative starting in 2025.

Grants Total Nearly
\$30 Million

Provider Workforce Development Initiative To Ease Provider Shortages



UC Irvine



Chapman University



Concordia University Irvine

Full of hope and promise, college students gathered at special events on campuses across Orange County to celebrate CalOptima Health grants that support their budding careers as health care professionals. Whether they were Anteaters, Titans, Panthers or Eagles, all were excited about CalOptima Health's investment in their educational journey.

In April 2024, CalOptima Health awarded nearly \$25 million in workforce education grants to seven major institutions: Cal State Fullerton, Chapman University, Coast Community College District, Concordia University Irvine, Orange County United Way, Rancho Santiago Community College District and UC Irvine. In November 2024, CalOptima Health followed up with \$5.1 million for six smaller organizations focused on behavioral health training and education.

The funding stems from the \$50 million Provider Workforce Development Initiative, which is designed to increase access to care and better secure the future delivery of medical and behavioral health care by safety net providers. Approved by the Board of Directors in late 2023, the initiative is the largest investment CalOptima Health has ever made to ease predicted shortages and gaps in the Orange County health care workforce that serves the Medi-Cal population.

"Our Provider Workforce Development Initiative is intended to increase access to high-quality, equitable care for our members by investing in the education of students," says Michael Hunn, CEO of CalOptima Health. "Supporting the training of new caregivers holds great promise, and we look forward to more graduates making a commitment to serve Orange County."

Most of the approved programs have a requirement to work locally for a period of time. In an interview with NBC, UC Irvine graduate nursing student Austin Gonzales said he wants to care for those in his community. "I've been on CalOptima my entire life, so I come from a low-income family. This feels like you're giving back to your home because all my roots are here, and I want to stay here."

APRIL 2024

- ♥ Cal State Fullerton: \$5 million to increase the program for students with associate degrees in nursing who want to earn their Bachelor of Science in Nursing
- ♥ Chapman University: \$5 million for full-tuition physician assistant scholarships
- ♥ Coast Community College District: \$2.04 million to expand the registered nurse pipeline at Golden West College and develop a radiologic technology certificate program at Orange Coast College
- ♥ Concordia University Irvine: \$5 million to expand the Accelerated Bachelor of Science in Nursing program and provide scholarships
- ♥ Orange County United Way: \$1.36 million to expand its UpSkill OC program to fill workforce gaps and provide career coaching
- ♥ Rancho Santiago Community College District: \$1.2 million to increase the behavior technician program, expand the medical assistant program and develop a licensed vocational nursing curriculum
- ♥ UC Irvine Sue and Bill Gross School of Nursing: \$5 million for one-year externships for prelicensure nursing students

NOVEMBER 2024

- ♥ Child Guidance Center Inc.: \$766,920 for a mental health training program for graduate students
- ♥ Children's Hospital of Orange County: \$994,824 to expand pediatric behavioral health training for social work and psychology students
- ♥ John Henry Foundation: \$847,302 to train graduate-level professionals to treat severe mental health conditions
- ♥ Seneca Family of Agencies: \$996,130 for a behavioral health internship program for master's level students
- ♥ Special Service for Groups Inc.: \$535,566 to create a paid internship program for graduate students
- ♥ Western Youth Services: \$1 million in financial incentives for behavioral health professionals to complete their training



Chrysalis President and CEO Mark Loranger celebrates success with Daisy Ayala, ringing Chrysalis' bell of achievement for her transition from homelessness to employment.

Chrysalis

Staff Training Employment Program

Daisy Ayala, a front desk coordinator at Illumination Foundation Medical Group, thanks an innovative partnership between CalOptima Health and Chrysalis for helping her regain stability and self-confidence after experiencing homelessness. She is one of more than 88 individuals whose lives have been changed by the Staff Training Employment Program (STEP).

Daisy's initial connection with Illumination Foundation came in 2023 through STEP, a Chrysalis pilot program aimed at breaking the cycle of homelessness through employment pathways. Chrysalis, a nonprofit organization that provides job opportunities for those facing barriers to employment, partners with Illumination Foundation and other community-based organizations to recruit and train people like Daisy. This initiative is funded by CalOptima Health — about \$2.9 million over the two-year pilot program — with the goal of placing 130 unhoused community members into jobs.

"Programs like this are vital for creating lasting change," says Mark Loranger, President and CEO of Chrysalis. "With the support of CalOptima Health, Chrysalis is not only helping people re-enter the workforce — we're also empowering them to become leaders in their communities."

Placed at Illumination Foundation in March 2024, Daisy quickly impressed her colleagues with her dedication to supporting medical staff and patients. She helps facilitate patients' appointments, connects them with resources and serves as a liaison between them and clinicians. While adjusting to a full-time work environment was daunting, Daisy gained confidence through job coaching and regular check-ins.

"My road to where I am today has been hard, but it's helped me serve my community with empathy and compassion because I can understand their struggles," Daisy says. Her colleagues describe her as "amazing," noting her service-oriented approach to working with others.

CalOptima Health Executive Director of Medi-Cal/CalAIM Kelly Bruno-Nelson, DSW, adds: "CalOptima Health is grateful for Daisy's commitment and passion to serve. People like her are at the center of our innovative program to bring together homeless services providers experiencing workforce shortages and individuals with lived experience who want to exit homelessness and secure a permanent job. Connecting the two creates transformation on both sides." 🌈



Programs like this are vital for creating lasting change. With the support of CalOptima Health, Chrysalis is not only helping people re-enter the workforce — we're also empowering them to become leaders in their communities.

MAXIMIZING CALAIM

CalOptima Health has been committed to fully implementing California Advancing and Innovating Medi-Cal (CalAIM) since its start in 2022. CalAIM improves members' quality of life and health outcomes by meeting them where they are in life and addressing social drivers of health. A total of \$230.5 million has been spent serving 87,500 members.



Other CalAIM Services:

- Asthma Remediation | Community Transition
- Enhanced Care Management | Environmental Accessibility
- Nursing Facility Transition | Respite Services

Data is from January 2022–October 2024

INFORMATION TECHNOLOGY SERVICES
 CalOptima Health's Information Technology Services (ITS) department made a \$100 million, five-year investment in Digital Transformation and Workplace Modernization. In recognition of ITS' work, the department received a CIO 100 award in March 2024. The award recognizes the achievements of 100 organizations that use IT in innovative ways to deliver value and optimize business processes.

Housing Transition Navigation Services
 Members Served: **10,603** | Months of Care Provided: **52,457**

Housing Deposits
 Members Housed: **2,530** | Dollars Distributed: **\$7.9 million**

Housing Tenancy and Sustaining Services
 Members Served: **3,158** | Months of Care Provided: **24,164**

Recuperative Care
 Members Served: **1,597** | Days of Care Provided: **119,466**

Medically Tailored Meals
 Members Served: **69,178** | Meals Provided: **9,987,897**

Sobering Centers
 Members Served: **1,029** | Days of Care Provided: **2,116**

Personal Care/Homemaker Services
 Members Served: **1,807** | Months of Care Provided: **949,901**

Day Habilitation Programs
 Members Served: **1,872** | Hours of Care Provided: **38,306**

Post-Hospitalization Housing
 Members Served: **319** | Days of Housing Provided: **25,631**

Visible across Orange County, OneCare's new marketing campaign highlights the plan's unique ability to serve dual-eligible members.



RAISING AWARENESS

CalOptima Health can better fulfill our members-first mission by raising awareness about our services and building the community's understanding of our role in Orange County. Through consistent media outreach, strategic campaigns and impactful partnerships, CalOptima Health amplifies our message to inspire action. In this section, see our effort to spotlight Medi-Cal Expansion, cancer screening, OneCare, PACE and more, as we advocate for positive health outcomes for our members.

FOCUSED MEDIA OUTREACH

CalOptima Health is a newsmaker, and reporters tell our stories regularly. This doesn't happen by accident. Media outreach and engagement is a strategic priority at CalOptima Health. Our Communications team continuously connects with reporters to draw their attention to all sorts of news. Our innovations, like the Street Medicine Program and Provider Workforce Development Initiative, make headlines while our executive leaders are sought out for insightful interviews.

The effort to raise awareness about CalOptima Health's role in Orange County through the media had a significant impact in 2024. Literally millions received our news through channels that included print and digital newspapers, radio, broadcast TV, podcasts and more. This invaluable earned media pays off in greater recognition of CalOptima Health as a health plan leader committed to our members-first mission. Truly, our best stories are always about our members.



KCAL Covers Street Medicine Program

Reporter Rina Nakano rides along with the Street Medicine Program team in Garden Grove to tell a transformative story about Wyatt, who now has a home for the first time in 50 years.



NBC4 Highlights Education Grant

Reporter Hetty Chang visits UC Irvine's celebration of CalOptima Health's \$5 million grant to the nursing school, meeting students ready to give back to our members.



ABC7 Features Workforce Program

Reporter Jessica De Nova interviews Weldon, who found purpose and steady work with the help of Chrysalis, a nonprofit organization that received CalOptima Health funds to build a workforce program.



OC Register Covers Provider Rate Increase

Reporter Destiny Torres shares the news about CalOptima Health's \$526.2 million provider rate increase and the context of California's budget woes that underscores the need for rate stability.

BRAND AWARENESS AWARDS

Our "Your Health Is Everything to Us" brand campaign was highly visible for a second year across Orange County, continuing to build recognition of our whole-person approach to health care. The compelling message about members' services beyond the doctor's office such as food security, housing, mental health, care coordination and more caught the attention of advertising judges. The multimedia campaign collected more awards in 2024 than any awareness effort CalOptima Health has ever launched: three Telly Awards, seven ADDYs from the American Advertising Federation Orange County Chapter, seven Finest Awards from the Health Care Communicators of Southern California, and 11 Healthcare Marketing Impact Awards from Modern Healthcare and Ad Age.



Local, state and federal officials gather with CalOptima Health leaders at a health fair.

MEDI-CAL EXPANSION ADS

In April 2024, we launched a campaign to increase awareness among Latino residents ages 26–54 of California's Medi-Cal Expansion, which encourages enrollment of all income-eligible individuals, regardless of immigration status. Using \$1 million in Board-approved funding, the campaign leverages messaging developed by the California Department of Health Care Services and aligns with CalOptima Health's branding. The multifaceted campaign will continue through June 2025 and encompasses various traditional and digital media channels, bus shelters, outdoor posters, and supermarket advertising to effectively reach people throughout the community.

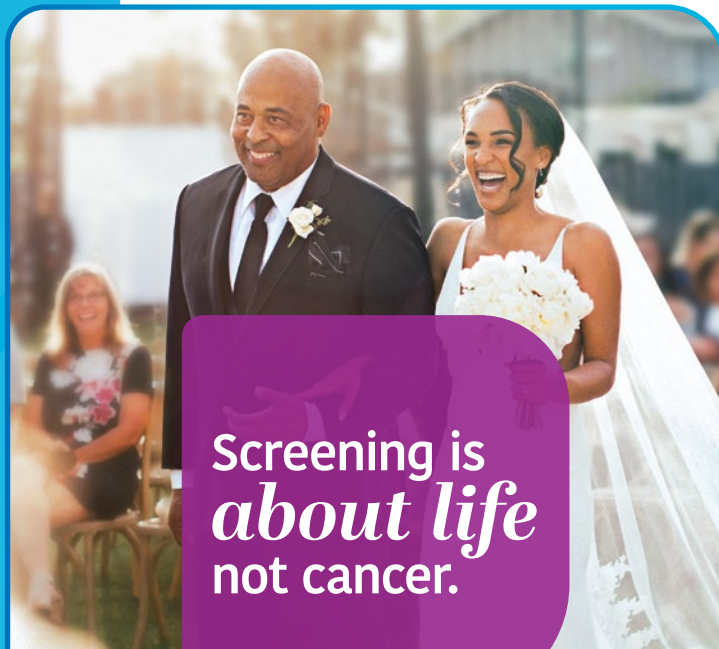
OUTREACH PARTNERSHIPS

To boost outreach in 2024, CalOptima Health began offering funding to community-based organizations to host events that increase awareness and enrollment in Medi-Cal and CalFresh for newly eligible individuals and hard-to-reach communities. Depending on the number of attendees, organizations can receive up to \$25,000. More than two dozen organizations have hosted events since the program began, and many more are in the works for 2025. The program effectively extends our reach by empowering partners to spread Medi-Cal messages to their communities more often than we can.

ADVOCATING FOR MEMBERS AND PROVIDERS

CalOptima Health's Government Affairs team worked hard in 2024 to engage with elected officials at all levels of government to advance policies and programs that benefit our members, providers and stakeholders. In Washington, D.C., U.S. Senator Laphonza Butler sponsored our latest Congressional earmark request to fund a behavioral health workforce development program, and U.S. Representative Katie Porter spoke on the House floor to commend our growing Street Medicine Program. Working with our local hospital, clinic and physician associations, CalOptima Health also successfully advocated to Orange County's state legislative delegation in Sacramento to protect critical Medi-Cal rate increases for our providers. And here in Orange County, federal, state and local officials joined our call to promote the importance of Medi-Cal renewal, frequently attending our community events to lend their support for our outreach to members.

Cancer Screening Program Lifts Off



Let's get screened OC



Screening is about life, not cancer.

That's the evocative message in a multifaceted awareness campaign designed to flip the script of conversations about cancer detection, moving screening from something to fear and avoid to something to appreciate. Screening is about being healthy and present at events everyone looks forward to — weddings, birthdays and other celebrations — and having more meaningful time with loved ones.

Launched in August 2024, CalOptima Health's inspirational campaign is the most visible part of the five-year, \$50.1 million Comprehensive Community Cancer Screening and Support Program. The program's overall goal is to help Orange County achieve the lowest incidence rate nationwide for late-stage breast, cervical, colon and certain lung cancers. This is the single largest investment in a disease prevention program in CalOptima Health's history.

The origin of our awareness campaign was uniquely collaborative. CalOptima Health's marketing partner, Maricich Health, convened 16 discovery sessions with community organizations, hospital leaders, health networks and others to determine how best to make an impact in a market crowded with cancer ads. What emerged was the idea of toppling the barriers to screening by focusing on the upside. We replaced the negative association of cancer screening with a strongly positive one — a long, happy life.

The campaign will run through June 2026, and during that time, we hope to change the ethos of cancer screening across Orange County so that everyone feels comfortable talking about it and motivated to seek all their recommended screenings. Let's get screened OC.



Community Organizations Join Cancer Effort

In addition to funding advertising, the Comprehensive Community Cancer Screening and Support Program establishes new partnerships. In August 2024, we selected 13 experienced organizations for our first round of community grants, totaling \$16.4 million. They proposed groundbreaking work to raise awareness about cancer screening, increase access to screenings, improve facilities and boost care coordination.

"CalOptima Health is excited about working with these innovative organizations to help us realize our vision of improved member care by detecting cancer in the early stages when it is more treatable," says Richard Pitts, D.O., Ph.D., Chief Medical Officer. "With rare exception, no one should die from breast, cervical or colon cancer, and many people who smoke should not die from lung cancer."

The organizations receiving funding include:

- AltaMed Health Services Corp.
- American Cancer Society Inc.
- Celebrating Life Community Health Center
- Families Together of Orange County
- Friends of Family Health Center
- Hurtt Family Health Clinic
- Korean Community Services
- Laguna Beach Community Health Center
- Latino Health Access
- mPulse
- Share Ourselves
- The G.R.E.E.N. Foundation
- UCI Health Family Health Center



Our TV commercial portrays all the ways "Screening is about life, not cancer."



STANDOUT PACE AMBASSADOR



PACE Participant Harold Benitez says exercise is a new favorite hobby.

Harold Benitez

CalOptima Health's Program of All-Inclusive Care for the Elderly (PACE) celebrated its 11th anniversary in 2024, and the time was right to refresh its advertising campaign to reflect the program's commitment to standing out among competitors. Warmth, authenticity and positivity are three values woven into the new campaign that positions CalOptima Health PACE as the premier program in Orange County.

And who better than Harold Benitez to embody the experience of being a CalOptima Health PACE participant. With an infectious smile that draws others to him, Harold is a former psychologist who was born in Colombia and now lives in Garden Grove. He joined PACE in June 2020 after hearing about the program through word of mouth. Ironically, Harold is now influencing others to join not because of his verbal comments but because his picture may catch their eye. He is one of five participants chosen to be the face of CalOptima Health PACE, and his image has graced 18-foot billboards and flashed across computers and mobile phones in digital ads since the campaign began in April 2024.

Harold visits the PACE center two times a week and enjoys his time, sharing that playing Bingo and talking to other

participants are two of his favorite things to do at the center. "Everything you want, it's right here," he says. "It's incredible what PACE does. They are attentive to everything — the medicines, the doctors and the clinic. They treat you like family. There is nothing better than PACE."

The campaign tagline is "Senior Care to Keep You Active and Living at Home," and the ads emphasize that CalOptima Health offers complete medical care that goes above and beyond, which Harold can attest to. Since joining PACE, one of Harold's new hobbies is exercise, due in part to the physical therapy that helps participants build strength and maintain independence for everyday life activities.

PACE's appeal of improved health and wellness continues to attract seniors and their family members who want the best for their loved ones. In 2024, the program grew steadily and crossed the milestone of serving more than 500 participants. With a strong awareness campaign and an ambassador like Harold, more participants are surely on the way. 🌈



It's incredible what PACE does. They are attentive to everything — the medicines, the doctors and the clinic. They treat you like family.

Financial Summary for Fiscal Years Ended June 30

As a public agency entrusted with taxpayer dollars, CalOptima Health spends our resources wisely to benefit members' health and support the providers who care for them. By keeping administrative costs low, we maximize the funding available for our mission-driven purpose of serving Orange County and strengthening the health care safety net. Our commitment to financial transparency is evident in monthly reports at public Board meetings and in the results of an annual financial audit shared every October. Below and at right, see the final, audited figures for FY 2023 and FY 2024 as well as the budgeted amounts for FY 2025.

CalOptima Health Membership

	FY 2023	FY 2024	FY 2025 Budgeted
Medi-Cal Members	970,590	901,303	885,038
OneCare Members	17,687	17,253	17,586
PACE Members	439	496	494
Total Membership	988,716	919,052*	903,118

*On January 1, 2024, 58,262 members transitioned to Kaiser Permanente's Medi-Cal plan, due to the implementation of a statewide contract.

Operating Ratios

	FY 2023	FY 2024	FY 2025 Budgeted
Percent of Dollars Spent on Medical Care	91.0%	83.9%	99.1%
Percent of Dollars Spent on Overhead	4.5%	4.3%	6.5%
Operating Margin	4.4%	11.8%	-5.5%
Current Ratio	1.6	1.7	1.7*

Medical Expenses Distribution by Category (in Millions)

	FY 2023	FY 2024
Physician and Hospital Capitation	\$1,313.0	\$1,463.6
Hospital Fee-for-Service Claims	\$851.7	\$850.5
Prescription Drugs	\$93.9	\$102.2
Long-Term Services and Supports	\$548.6	\$583.5
Physician Fee-for-Service Claims	\$531.1	\$758.6
Incentive Payments	\$130.6	\$197.6
Medical Management and Other	\$393.4	\$553.8
Total Medical Expenses	\$3.9 billion	\$4.5 billion

Administrative Expenses Distribution by Category (in Millions)

	FY 2023	FY 2024
Salaries, Wages and Benefits	\$129.0	\$149.1
Supplies, Occupancy, Insurance and Other	\$32.4	\$40.7
Purchased Services	\$15.6	\$22.4
Depreciation and Amortization	\$8.1	\$8.0
Professional Fees	\$7.9	\$10.6
Total Administrative Expenses	\$193.0 million	\$230.8 million

Note: CalOptima Health operates on a Fiscal Year (FY) budget cycle from July 1 to June 30
*Estimated based on FY 2024 ratio

About Our Leadership

CalOptima Health draws strength from the diversity of our leadership, which spans from the Board of Directors and executive team to our advisory committees representing members and providers. Bringing together experienced professionals from varied backgrounds ensures we collaborate and carefully consider decisions for the greatest benefit of our members. In all, more than 75 dedicated leaders help us stand out among health plans in California and beyond.

Board of Directors

Isabel Becerra (Chair)
CEO, Coalition of Orange County
Community Health Centers

Vicente Sarmiento (Vice Chair)
Orange County Board of Supervisors,
Supervisor, Second District

Maura Byron
Member Representative

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

Blair Contratto
Chief Strategy Officer,
Be Well OC

Norma García Guillén, J.D.
Attorney

Cathy Green
Registered Nurse

Brian Helleland
Chief Executive, Providence St. Joseph
Hospital and Providence Orange County &
High Desert

Veronica Kelley, DSW, LCSW
Agency Director, Orange County Health
Care Agency

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

Donald P. Wagner (Alternate)
Orange County Board of Supervisors,
Supervisor, Third District

Executive Leadership

Michael Hunn
Chief Executive Officer

Veronica Carpenter
Chief Administrative Officer

Steve Eckberg
Chief Human Resources Officer

Nancy Huang
Chief Financial Officer

Yunkyung Kim
Chief Operating Officer

Kathleen Linder
Chief Information Officer

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

Michaell Silva Rose, DrPH, LCSW
Chief Health Equity Officer

John Tanner
Chief Compliance Officer

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

Kelly Bruno-Nelson, DSW
Executive Director, Medi-Cal/CalAIM

Kelly Giardina
Executive Director, Clinical Operations

Michael Gomez
Executive Director, Network Operations

Marie Jeannis, RN, MSN, CCM
Executive Director, Equity and
Community Health

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

Ladan Khamseh
Executive Director, Operations

Donna Laverdiere
Executive Director, Strategic Development

Linda Lee, MPH
Executive Director, Quality

Eric Rustad
Executive Director, Finance

Javier Sanchez
Executive Director, Medicare Programs

Deanne Thompson
Executive Director, Marketing and
Communications

Member Advisory Committee

Christine Tolbert (Chair)
Advocate, State Council on Developmental Disabilities
Persons With Special Needs Representative

**Meredith Chillemi, MSG/MHA
(Vice Chair)**
Vice President, Regulatory Affairs,
LeadingAge California
Seniors Representative

Linda C. Adair
Medi-Cal Beneficiaries 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

Kim Goll
President and CEO, First 5 Orange County
Family Support Representative

Hai Hoang
Chief Operating Officer, Illumination Institute
Persons With Disabilities Representative

Junie Lazo-Pearson, Ph.D., BCBA-D
Chief Clinical Officer, Advanced Behavioral Health
Behavioral/Mental Health Representative

Sara Lee
Supervising Attorney, Community Legal Aid SoCal
Member Advocate

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

Nicole Mastin
Human Services Manager, County of Orange Social
Services Agency
Recipients of CalWORKs Representative

Margie Moore
Medi-Cal Beneficiaries Representative

Shirley Valencia
Human Services Manager, County of Orange Social
Services Agency
County of Orange Social Services Agency Representative

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

Vacant Seats
OneCare Member/Family Member (2)

Provider Advisory Committee

John Nishimoto, O.D., MBA, FAAO (Chair)
Professor and Senior Associate Dean for Professional
Affairs and Clinical Education
Marshall B. Ketchum University
Southern California College of Optometry
Allied Health Services Representative

Gio Corzo (Vice Chair)
Vice President, Home & Care Services, Meals on
Wheels Orange County
Allied Health Services Representative

**Alpesh Amin, M.D., MBA, MACP, SFHM,
FACC, FRCP (London)**
Associate Dean for Clinical Transformation, UC
Irvine Health
Chief, Division of Hospital Medicine & Palliative
Medicine, Department of Medicine
University of California, Irvine
Physician Representative

Lorry Leigh Belhumeur, Ph.D.
CEO, Western Youth Services
Behavioral/Mental Health Representative

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

Tiffany Chou, NP
Associate Director, Telehealth
AltaMed
Nurse Representative

Andrew Inglis, M.D.
Associate Medical Director
Behavioral Health Services, Orange County Health
Care Agency
Orange County Health Care Agency Representative

Jena Jensen
Vice President, Chief Advocacy & Public Policy Officer,
Children's Hospital of Orange County
Hospital Representative

Timothy Korber, M.D.
Medical Director, Emergency Room, Fountain Valley
Regional Hospital
Physician Representative

Morgan Mandigo, M.D., MSc, FACOG
Obstetrician/Gynecologist, St. Jude Neighborhood
Health Centers
Physician Representative

Patty Mouton
Vice President, Outreach & Advocacy,
Alzheimer's Orange County
Long-Term Services and Support Representative

Mary Pham, Pharm.D.
CEO and Pharmacist in Charge,
All Care Specialty Pharmacy
Pharmacy Representative

Alexander Rossel
CEO, Families Together Orange County
Safety Net Representative

Jacob Sweidan, M.D., FAAP
Pediatrician and Neonatologist,
Noble Mid-Orange County
Health Network
Physician Representative

Christy Ward
CEO, Share Ourselves
Community Health Centers Representative

Whole-Child Model Family Advisory Committee

Lori Sato (Chair)
Authorized Family Representative

Erika Jewell, LCSW, ACM (Vice Chair)
Manager, Case Management & Social Services,
Children's Hospital of Orange County
Community-Based Organization Representative

Jody Bullard
Authorized Family Representative

Jennifer Heavner
Consumer Advocate Representative

Cally Johnson
Authorized Family Representative

Monica Maier
Authorized Family Representative

Sonia Martinez
CEO, Reimagine OC
Community-Based Organization Representative

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

Jessica Putterman
Authorized Family Representative

Kristen Rogers
Authorized Family Representative

Vacant Seat
Authorized Family Representative

Investment Advisory Committee

Rodney Johnson (Chair)
Treasurer
Los Angeles County Metropolitan Transportation

Colleen Clark
Retired CPA/Finance Director,
County of Orange

Rick Fulford
Retired Head of Defined Contribution, U.S.
PIMCO

Nancy Huang
Chief Financial Officer and Treasurer
CalOptima Health

David Hutchinson
Partner
Triad Investment Management LLC

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


Annie Tran, CFA
Portfolio Manager
Charles Fish Investments Inc.

Leadership and committee listings as of December 15, 2024.

The 2025 Report to the Community was created by the CalOptima Health Communications department. Designers: Joanna Pallo and Thanh Vu. Writers/Editors: Kellen Aguilar, Mona Chartier, Erin McHenry, Marissa Olid, Janis Rizzuto and David Rookhuyzen. Freelance Photographer: Jeff Antenore.



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CalOptima Health, A Public Agency