

Better. Together.



A Public Agency

CalOptima

Better. Together.

CalOptima

Better.
Together.



Who We Are

Health care is one of the most pressing needs facing many families in Orange County. And all too often, finding quality care can be difficult — especially for families facing hard times. That's where CalOptima comes in.

Strictly speaking, CalOptima is a county organized health system that administers health insurance programs for Orange County children, low-income families, seniors and people with disabilities. But what we really are is a local organization with a heartfelt commitment to the health of our community. We think of ourselves as part of the fabric of Orange County, much like a school or neighborhood center.

Over the past few years, the strength of our community has been tested. The housing crisis and economic downturn have brought real challenges to Orange County. As a public agency that mostly serves people in difficult economic circumstances, we are especially sensitive to the challenges they face.

We at CalOptima have always believed that during tough times, people need to know there's something or someone they can count on. That's a role we try to fulfill.

"Better. Together." is our motto, but it's also our philosophy. We believe that by working together, we can make things better — for our members and our community.

CalOptima

Better for Your Health.



We Focus on Quality First

At CalOptima, we aim to provide the highest quality health care for our members — as good as any health plan in Orange County. We provide health coverage through three major programs:

- Medi-Cal, California's Medicaid Program, for low-income residents and people with disabilities
- Healthy Families Program, California's Children's Health Insurance Program, for children in lower-income families who don't qualify for Medi-Cal
- OneCare (HMO SNP), a Medicare Advantage Special Needs Plan, for low-income seniors and people with disabilities who qualify for both Medicare and Medi-Cal

The health of members is our top priority, and our commitment to quality shows. CalOptima consistently ranks among the top Medi-Cal and Healthy Families Program plans in California. Yet we're still not satisfied. CalOptima continues to develop programs to make members' health care even better by:

- Ensuring that all members can choose providers that speak their language or have access to interpreter services
- Coordinating care among doctors, hospitals and long-term care settings, such as nursing homes
- Connecting members with community resources, such as home-delivered meal programs, transportation and adult day health services
- Increasing community health screenings to prevent or treat illnesses in the early stages
- Helping members with many prescriptions better manage their medications

Better care means better health. That's what it's really about.

CalOptima

Better for Your Health.
Better for Our Community.



Our Commitment Is to Our Community

CalOptima was created by the Orange County Board of Supervisors to ensure the delivery of quality health care services to local residents.

Today, we are the second largest health insurer in Orange County, providing coverage to 1 in 8 residents and almost a third of our county's children. In fact, most CalOptima members are under the age of 18.

Our members have access to a comprehensive network of providers that includes 3,600 doctors, more than 450 pharmacies, 28 community clinics, and the majority of hospitals and long-term care facilities in the area.

CalOptima is headquartered in Orange and all of our employees are based right here. Our workforce reflects the diversity of our community. Our Customer Service Representatives communicate in the four most common languages spoken by our members — English, Spanish, Vietnamese and Farsi — and we do whatever it takes to make sure our members understand how we can work together to keep them healthy.

Even if you aren't a member, it's easy to see CalOptima staff's enthusiasm for their jobs and dedication to our mission. CalOptima is a constant presence at local health fairs and community events, and we take advantage of every opportunity to educate residents about healthy living and to advocate for access to medical care for all.

We take our commitment to Orange County seriously, and it shows.

CalOptima

Better for Your Health.
Better for Our Community.
Better for Our Future.



We Are a Model Health System

Elected leaders in Orange County, Sacramento and Washington, D.C., are working hard to improve our health system — increasing efficiency, reducing waste and expanding access, all while controlling costs.

These officials frequently look to CalOptima as a model.

- We manage programs that are funded by state and federal governments, but operate independently, under the leadership of a Board of Directors made up of members, providers, business leaders and local government representatives.
- We guarantee members can choose primary care physicians they trust, and we encourage members and their families to be involved in all major health care decisions.
- We work alongside our members and their health care providers to coordinate medical, social, behavioral and community-based services so they get all the care they need when they need it.
- We value and respect our provider community. We seek their input and act upon it. We work together with our providers to ensure they have the resources needed to care for our members.
- We use our resources wisely. Out of every dollar that CalOptima spends, 95 cents goes directly to medical care. Our administrative costs are lower than nearly all health plans in California, whether commercial or nonprofit.

At CalOptima, we've shown what's possible when providers, consumers, community advocates, and business and government leaders all work together to improve health and health care.

That's why our motto is "Better. Together."

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Key Facts About CalOptima

- We were created by the Orange County Board of Supervisors in 1993 as a county organized health system.
- CalOptima is the fourth largest Medi-Cal managed care plan in California based on total enrollment. We are larger than 18 state Medicaid programs.
- CalOptima is the second largest health insurer in Orange County, providing coverage to 1 in 8 residents and almost a third of our county's children.
- Our Healthy Families Program (HFP), the largest in the county, has been the Community Provider Plan for Orange County since the program's launch in 1998. With this designation, we can provide quality services at a lower cost to our members than any other HFP plan in Orange County. We are proud of this designation and will strive to maintain it.
- OneCare (HMO SNP), a plan designed for seniors and people with disabilities who are covered by both Medicare and Medi-Cal, serves more than 10,000 members, making it the third largest plan of its type in California.
- To ensure our programs and services meet the needs of our members, we continually seek input and guidance from member advocates, health care providers and community leaders.
- We know navigating the health care system can be challenging. That's why we offer a variety of programs to assist our members, including our outstanding Customer Service Department, as well as our Multipurpose Senior Services Program and Aging & Disability Resource Connection.

We are proud to be a public health plan — created by our community, governed by our community and accountable to our community.

CalOptima's mission is to provide members with access to quality health care services delivered in a cost-effective and compassionate manner.



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1120 West La Veta Avenue | Orange, CA 92868 | www.caloptima.org

Main: 714. 246. 8400 | Fax: 714. 246. 8492 | TDD/TTY: 714. 246. 8523

