

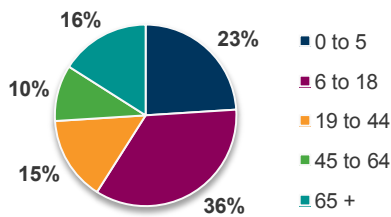
Mission: To provide members with access to quality health care services delivered in a cost-effective and compassionate manner.

Membership Data

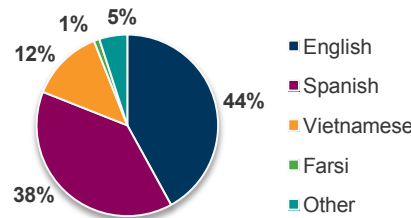
<p>Total CalOptima Membership</p> <p>424,762</p> <p>Source: CalOptima Board of Directors Book (May 2012)</p>	Program	Members
	Medi-Cal	388,374
	Healthy Families Program	36,388
	OneCare (HMO SNP)*	13,494
	Multipurpose Senior Services Program*	472

* Membership already accounted for in total Medi-Cal membership
Dual eligible members with Medi-Cal and Medicare coverage = 75,000

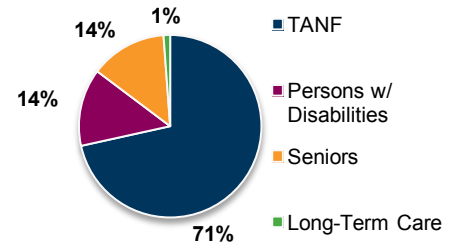
Member Age (All Programs)



Languages Spoken (All Programs)



Medi-Cal Aid Categories



Financial Information (FY 2011–12)

Program	Annual Revenue	% Total Revenue
Medi-Cal	\$1,178,580,473	84.52%
Healthy Families Program	\$37,806,966	2.71%
OneCare	\$171,169,369	12.28%
Other Lines (MSSP, ASO)	\$6,809,620	0.49%

Total Annual Revenue

\$1.4 billion

Current Reserves = \$148.4 million
(as of March 31, 2012)

CalOptima has **the third lowest administrative cost ratio (4.23%)** among all health plans in California.





Community Focus

CalOptima provides publicly funded health coverage for low-income families, seniors and people with disabilities. CalOptima is Orange County's **second largest health insurer**.

CalOptima covers:

1 in 7 Orange County **residents**

1 in 5 Orange County **seniors**

1 in 3 Orange County **children**



Program Quality

CalOptima OneCare is a **4-star plan overall** for 2012 in the Medicare Star Quality Rating System.

CalOptima Healthy Families Program was recognized as **one of eight plans** in California with the **highest quality scores** out of 24 plans.

CalOptima Healthy Families Program has been the Community Provider Plan for **14 straight years**, offering **quality services at a lower cost** than any other HFP plan in Orange County.



Member Satisfaction

1,113 — Average number of customer service calls per day

83 percent of CalOptima members surveyed reported **satisfaction** with physician interaction and communication.

95 percent of attendees rate the CalOptima new member orientation as good or excellent.



Provider Network

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

1,700 primary care providers

4,200 specialists

31 acute and rehab hospitals

27 community health centers

487 pharmacies

177 long-term care facilities

Sources

1. Administrative Cost Ratio: Department of Managed Health Care, full-service plans 2011 annual data. Contra Costa County Medical Services is first with 3.19%. Scripps Health Plan Services is second with 3.99%.
2. Community Focus: 2010 U.S. Census, Orange County data, mapped to CalOptima membership data.
3. Program Quality: OneCare—Medicare.gov, October 2011. Plan performance summary ratings are assessed each year and may change from year to year. HFP—Healthcare Effectiveness Data and Information Set (HEDIS) reports, 2010.
4. Member Satisfaction: CalOptima Customer Service data; 2011 CAHPS survey.
5. Provider Network: CalOptima contracting data.