

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

## Membership Data as of November 30, 2017

<b>Total CalOptima Membership</b>  <b>784,945</b>	Program	Members
	Medi-Cal	768,080
	OneCare Connect	15,254
	OneCare (HMO SNP)	1,378
	Program of All-Inclusive Care for the Elderly (PACE)	233

### Member Age (All Programs)

12%	0 to 5
30%	6 to 18
29%	19 to 44
18%	45 to 64
11%	65+

### Languages Spoken (All Programs)

56%	English
29%	Spanish
10%	Vietnamese
2%	Other
1%	Korean
1%	Farsi
<1%	Chinese
<1%	Arabic

### Medi-Cal Aid Categories

44%	Temporary Assistance for Needy Families
31%	Expansion
11%	Optional Targeted Low-Income Children
8%	Seniors
6%	People with Disabilities
<1%	Long-Term Care

## Financial Information FY 2017-18 Budget

Program	Annual Budgeted Revenue	% Total Budgeted Revenue
Medi-Cal	\$2,835,653,991	88.99%
OneCare Connect	\$314,293,716	9.86%
OneCare	\$17,160,358	0.54%
PACE	\$19,495,986	0.61%
Other	\$42,774	0.00%

**Total Budgeted Annual Revenue**  
**\$3.2 billion**  
 Current Reserves = \$726.0 million  
 (as of November 30, 2017)

Note: The Fiscal Year 2017-18 Operating Budget started on July 1, 2017.

**CalOptima spends nearly 96 cents of every dollar on member care.**



## Community Focus

CalOptima is viewed as a trusted source in the community to provide updated and accurate information about the local impact of the Affordable Care Act (ACA) and Medi-Cal. CalOptima supports local community stakeholders through:

### **47 community activities including:**

- Health Fairs
- Town Halls
- Workshops
- Speaking Engagements
- Community Health Care Coalition Meetings
- Health Care Committee Meetings
- Community, Stakeholder and Public Events

## Program Quality

**For the fourth year in a row, CalOptima was recognized for top quality care for Medi-Cal members in California**, according to the NCQA's Medicaid Health Insurance Plan Ratings 2017–2018.

- CalOptima has the **highest rating among California Medi-Cal plans** that reported full data to NCQA.

NCQA has awarded an accreditation status of Commendable to CalOptima Medi-Cal.



## Member Satisfaction

**2,806** — Average number of customer service calls per day in November 2017.

Approximately **89 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.

**1,592** primary care providers

**6,212** specialists

**30** acute and rehab hospitals

**37** community health centers

**534** pharmacies

**98** long-term care facilities

### Sources

1. Membership Data and Fiscal Year 2017-18 Operating Budget: Based on unaudited financials. Medi-Cal enrollment includes MSSP.
2. Community Focus: CalOptima Public Affairs data.
3. Program Quality: National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Ratings 2017–2018.
4. Member Satisfaction: CalOptima Customer Service and Provider Relations data.
5. Provider Network: CalOptima contracting data.