

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

## Membership Data as of May 31, 2018

<b>Total CalOptima Membership</b>  <b>782,374</b>	<b>Program</b>	<b>Members</b>
	<b>Medi-Cal</b>	765,751
	<b>OneCare Connect</b>	14,984
	<b>OneCare (HMO SNP)</b>	1,380
	<b>Program of All-Inclusive Care for the Elderly (PACE)</b>	259

### Member Age (All Programs)

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

### Languages Spoken (All Programs)

<b>56%</b>	English
<b>28%</b>	Spanish
<b>10%</b>	Vietnamese
<b>2%</b>	Other
<b>1%</b>	Korean
<b>1%</b>	Farsi
<b>1%</b>	Chinese
<b>1%</b>	Arabic

### Medi-Cal Aid Categories

<b>44%</b>	Temporary Assistance for Needy Families
<b>32%</b>	Expansion
<b>10%</b>	Optional Targeted Low-Income Children
<b>8%</b>	Seniors
<b>6%</b>	People with Disabilities
<b>&lt;1%</b>	Long-Term Care

## Financial Information FY 2017-18 Budget

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

**Total Budgeted Annual Revenue**

**\$3.2 billion**

Current Reserves = \$752.9 million  
(as of May 31, 2018)

Note: Fast Facts for September 2018 will include the Fiscal Year 2018-19 Operating Budget and Membership Data as of July 31, 2018.

**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 changes to the local health care landscape. CalOptima supports local community stakeholders through:

#### 46 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

**2,760** — Average number of customer service calls per day in May 2018.

Approximately **89 percent** of CalOptima members surveyed reported **satisfaction** with physician interaction and communication.

**97 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.

**1,587** primary care providers

**6,434** specialists

**24** acute and rehab hospitals

**39** community health centers

**539** pharmacies

**100** 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.