

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

Membership Data as of August 31, 2018

Total CalOptima Membership 775,841	Program	Members
	Medi-Cal	761,034
	OneCare Connect	13,137
	OneCare (HMO SNP)	1,384
	Program of All-Inclusive Care for the Elderly (PACE)	286

Note: The Fiscal Year 2018-19 Membership Data started on July 1, 2018.

Member Age (All Programs)

12%	0 to 5
30%	6 to 18
29%	19 to 44
17%	45 to 64
12%	65+

Languages Spoken (All Programs)

56%	English
28%	Spanish
11%	Vietnamese
2%	Other
1%	Korean
1%	Farsi
<1%	Chinese
<1%	Arabic

Medi-Cal Aid Categories

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

Financial Information FY 2018-19 Budget

Program	Annual Budgeted Revenue	% Total Budgeted Revenue
Medi-Cal	\$3,105,673,528	89.7%
OneCare Connect	\$308,598,939	8.9%
OneCare	\$19,357,913	0.6%
PACE	\$26,932,264	0.8%

Note: This edition of Fast Facts includes the Fiscal Year 2018-19 Operating Budget, which started on July 1, 2018.

Total Budgeted Annual Revenue
\$3.5 billion
 Current Reserves = \$771.1 million
 (as of August 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:

43 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 fifth 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 2018–2019.

- 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

2,434 — Average number of customer service calls per day in August 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.

1,593 primary care providers

6,583 specialists

24 acute and rehab hospitals

40 community health centers

545 pharmacies

100 long-term care facilities

Sources

1. Membership Data and Fiscal Year 2018-19 Operating Budget: Based on unaudited financials. Medi-Cal enrollment includes the Multipurpose Senior Services Programs.
2. Community Focus: CalOptima Public Affairs data.
3. Program Quality: National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Ratings 2018–2019.
4. Member Satisfaction: CalOptima Customer Service and Provider Relations data.
5. Provider Network: CalOptima contracting data.