

**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, 2018

<p>Total CalOptima Membership</p> <h1>769,216</h1>	Program	Members
	Medi-Cal	752,888
	OneCare Connect	14,610
	OneCare (HMO SNP)	1,423
	Program of All-Inclusive Care for the Elderly (PACE)	295

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

### Member Age (All Programs)

11%	0 to 5
30%	6 to 18
29%	19 to 44
18%	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

43%	Temporary Assistance for Needy Families
32%	Expansion
10%	Optional Targeted Low-Income Children
9%	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	89.74%
OneCare Connect	\$308,598,939	8.92%
OneCare	\$19,357,913	0.56%
PACE	\$26,932,264	0.78%

Note: Fiscal Year 2018-19 Operating Budget started on July 1, 2018.

Total Budgeted Annual Revenue

# \$3.5 billion

Current Reserves = \$802.5 million  
(as of November 30, 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:

### **51 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**

**2,468** — Average number of customer service calls per day in November 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.

**1,597** primary care providers

**6,803** specialists

**23** acute and rehab hospitals

**23** community health centers

**548** 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 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.