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

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**Membership Data as of January 31, 2020**

<table>
<thead>
<tr>
<th>Program</th>
<th>Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medi-Cal*</td>
<td>689,641</td>
</tr>
<tr>
<td>OneCare Connect</td>
<td>14,104</td>
</tr>
<tr>
<td>OneCare (HMO SNP)</td>
<td>1,417</td>
</tr>
<tr>
<td>Program of All-Inclusive Care for the Elderly (PACE)</td>
<td>394</td>
</tr>
</tbody>
</table>

*Note: The Fiscal Year 2019-20 Membership Data began on July 1, 2019.*

**Member Age (All Programs)**

- 11% 0 to 5
- 29% 6 to 18
- 29% 19 to 44
- 18% 45 to 64
- 13% 65+

**Languages Spoken (All Programs)**

- 56% English
- 27% Spanish
- 11% Vietnamese
- 2% Other
- 1% Korean
- 1% Farsi
- <1% Chinese
- <1% Arabic

**Medi-Cal Aid Categories**

- 42% Temporary Assistance for Needy Families
- 31% Expansion
- 10% Optional Targeted Low-Income Children
- 9% Seniors
- 7% People with Disabilities
- <1% Long-Term Care
- <1% Other

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**Financial Information FY 2019–20 Budget**

<table>
<thead>
<tr>
<th>Program</th>
<th>Annual Budgeted Revenue</th>
<th>% Total Budgeted Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medi-Cal</td>
<td>$3,223,902,036</td>
<td>90.41%</td>
</tr>
<tr>
<td>OneCare Connect</td>
<td>$286,554,214</td>
<td>8.04%</td>
</tr>
<tr>
<td>OneCare</td>
<td>$19,619,684</td>
<td>0.55%</td>
</tr>
<tr>
<td>PACE</td>
<td>$35,690,018</td>
<td>1.00%</td>
</tr>
</tbody>
</table>

**Total Budgeted Annual Revenue**

$3.6 billion

Current Reserves = $966.1 million (as of January 31, 2020)

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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:

52 community activities including:
• Health Fairs
• Town Halls
• Workshops
• Speaking Engagements
• Community Health Care Coalition Meetings
• Health Care Committee Meetings
• Community, Stakeholder and Public Events

Member Satisfaction

CalOptima PACE participants give the program a 92% overall satisfaction rating, the highest score among California PACE organizations.

Approximately 91% of CalOptima members surveyed reported satisfaction with physician interaction and communication.

CalOptima’s new member orientation was rated by 99% of attendees as good or excellent in January 2020.

3,618 — Average number of customer service calls per day in January 2020

Quality & Recognition

PACE received the top distinctions of “Supernova” and “Shooting Stars” from the National PACE Association for increasing access to services.

For the sixth 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 2019–2020.

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

Provider Network

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

1,546 primary care providers
7,140 specialists
41 acute and rehab hospitals
35 community health centers
576 pharmacies
100 long-term care facilities
4 PACE alternate care settings

Sources
1. Membership Data and Fiscal Year 2019–20 Operating Budget: Based on unaudited financials. Medi-Cal enrollment includes Multipurpose Senior Services Programs.
2. Community Focus: CalOptima data.
4. Member Satisfaction: California PACE Association; CalOptima Customer Service and Quality Analytics data.
5. Provider Network: CalOptima contracting data.