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FOR IMMEDIATE RELEASE

CALOPTIMA EARNS CONSUMER SATISFACTION AWARD

State regulator recognizes CalOptima during annual quality awards program

ORANGE, Calif. (November 4, 2021) — Reflecting a longstanding commitment to quality care for members, CalOptima was singled out for outstanding adult consumer satisfaction among Medi-Cal managed care plans in California.

At its Managed Care Quality Awards on October 27, the California Department of Health Care Services (DHCS) named CalOptima the winner of the 2021 Consumer Satisfaction Award – Adult for a large-scale plan. DHCS’ annual awards recognize managed care plans that excel in improving health care for the millions of Medi-Cal members statewide.

“CalOptima is accountable for serving members and supporting their well-being, and this award is an exciting honor that shows CalOptima is a leader in meeting members’ needs,” said Supervisor Andrew Do, Chair of the CalOptima Board of Directors and Chairman of the Orange County Board of Supervisors. “CalOptima’s recognition for member satisfaction during the pandemic is especially gratifying because it means that the agency successfully helped members navigate their health care in even the most challenging environment.”

The DHCS award is based on adult responses to the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, a standardized method CalOptima uses to collect information about the health plan and provider services. Since launching in 1997, the CAHPS survey has become the national standard for gauging a consumer’s health plan experience. In prior years, CalOptima has also won DHCS awards for outstanding performance on the Managed Care Accountability Set Measures and overall outstanding performance by a large-scale plan.

“Positive survey responses and satisfaction levels from our members reflect the tireless, unwavering dedication to delivering quality health care from our CalOptima staff and Orange County providers, which is especially remarkable during a national health emergency,” said Chief Medical Officer Emily Fonda, M.D., MMM, CHCQM.

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About CalOptima

A county organized health system, CalOptima provides publicly funded health care coverage for low-income children, adults, seniors and people with disabilities in Orange County, California. CalOptima’s mission is to provide members with access to quality health care services delivered in a cost-effective and compassionate manner. In total, CalOptima serves more than 856,000 members with a network of nearly 9,400 primary care doctors and specialists as well as 41 acute and rehab hospitals.