

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

Membership Data from November 30, 2021, Financial Information

<p>Total CalOptima Membership</p> <h1>867,182</h1>	Program	Members
	Medi-Cal*	849,616
	OneCare Connect	14,877
	OneCare (HMO SNP)	2,274
	Program of All-Inclusive Care for the Elderly (PACE)	415

Note: Fiscal Year 2021–22 Membership Data began on July 1, 2021.
* Based on unaudited financial report and includes prior year adjustment

Member Age (All Programs)	Languages Spoken (All Programs)	Medi-Cal Aid Categories
10% 0 to 5	59% English	41% Temporary Assistance for Needy Families
27% 6 to 18	26% Spanish	35% Expansion
33% 19 to 44	10% Vietnamese	9% Optional Targeted Low-Income Children
18% 45 to 64	2% Other	9% Seniors
12% 65+	1% Korean	5% People with Disabilities
	1% Farsi	<1% Long-Term Care
	<1% Chinese	<1% Other
	<1% Arabic	

Financial Information FY 2021–22 Budget

Program	Annual Budgeted Revenue	% Total Budgeted Revenue
Medi-Cal	\$3,249,878,660	88.89%
OneCare Connect	\$339,332,450	9.28%
OneCare	\$25,409,771	0.69%
PACE	\$40,274,039	1.10%
MSSP**	\$1,218,536	0.03%

Total Budgeted Annual Revenue

\$3.7 billion

Note: Fiscal Year 2021–22 Operating Budget began on July 1, 2021.
** Multipurpose Senior Services Program (MSSP)

CalOptima spends nearly 96 cents of every dollar on member care.



Community Focus

In 1995, CalOptima was founded as a trusted partner in the health of Orange County's vulnerable residents. CalOptima advocates for a healthier members by participating in health fairs, coalition meetings and community collaboratives as well as conducting local, state and federal legislative activities. Each month, staff commit many hours to outreach to ensure members, providers and stakeholders have information about CalOptima's programs and strategic priorities. This commitment to community engagement creates a better Orange County for all.

Quality & Recognition

For the seventh year in a row, CalOptima was recognized for top quality care for Medi-Cal members in California, according to the NCQA's Medicaid Health Plan Ratings 2021.

NCQA also renewed CalOptima's Medi-Cal accreditation status through July 27, 2024.



Member Satisfaction

CalOptima received the California Department of Health Care Services' 2021 Consumer Satisfaction Award – Adult for a large-scale plan.

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

2,363 — Average number of customer service calls per day in November 2021

Provider Network

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

1,502 primary care providers

7,920 specialists

41 acute and rehab hospitals

31 community health centers

582 pharmacies

99 long-term care facilities

5 PACE alternative care settings

Sources

1. Membership Data and Fiscal Year 2021–22 Operating Budget: Based on unaudited financial reports and includes prior period adjustments for Medi-Cal membership. Medi-Cal enrollment includes the Multipurpose Senior Services Program.
2. Community Focus: CalOptima data.
3. Quality & Recognition: National Committee for Quality Assurance (NCQA) Medicaid Health Plan Ratings 2021.
4. Member Satisfaction: CalOptima Customer Service and Quality Analytics data.
5. Provider Network: CalOptima contracting data.