

Mission: To serve member health with excellence and dignity, respecting the value and needs of each person

Membership Data from March 31, 2022

<p>Total CalOptima Membership</p> <h1>886,480</h1>	Program	Members
	Medi-Cal*	869,019
	OneCare Connect	14,587
	OneCare (HMO SNP)	2,461
	Program of All-Inclusive Care for the Elderly (PACE)	413

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)

9%	0 to 5
27%	6 to 18
34%	19 to 44
18%	45 to 64
12%	65+

Languages Spoken (All Programs)

59%	English
26%	Spanish
10%	Vietnamese
1%	Other
1%	Korean
1%	Farsi
<1%	Chinese
<1%	Arabic

Medi-Cal Aid Categories

40%	Temporary Assistance for Needy Families
36%	Expansion
9%	Optional Targeted Low-Income Children
9%	Seniors
5%	People with Disabilities
<1%	Long-Term Care
<1%	Other

Financial Information FY 2021–22 Budget

Program	Annual Budgeted Revenue	% Total Budgeted Revenue
Medi-Cal	\$3,249,878,660	88.88%
OneCare Connect	\$339,332,450	9.28%
OneCare	\$25,409,771	0.69%
PACE	\$40,274,039	1.10%
MSSP**	\$1,521,105	0.04%

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 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.

2,247 — Average number of customer service calls per day in March 2022

Provider Network

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

1,494 primary care providers

9,069 specialists

41 acute and rehab hospitals

34 community health centers

580 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.