

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

Membership Data

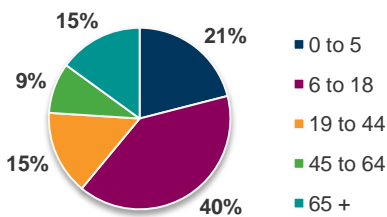
Total CalOptima Membership
455,451

Source: CalOptima Board of Directors Book, August 2013; June 2013 Unaudited Financial Statements

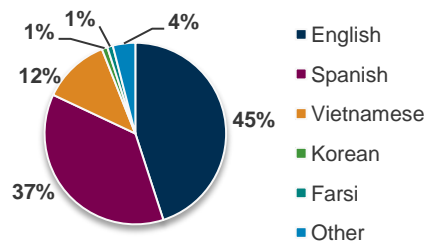
Program	Members
Medi-Cal	454,782
Healthy Families Program	669
OneCare (HMO SNP)*	15,379
Multipurpose Senior Services Program*	446

* Membership already accounted for in total Medi-Cal membership
Dual eligible members with Medi-Cal and Medicare coverage = 76,936

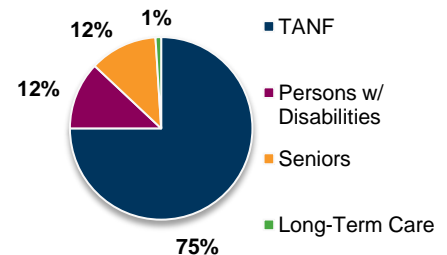
Member Age (All Programs)



Languages Spoken (All Programs)



Medi-Cal Aid Categories



Financial Information FY 2013–14 Budget

Program	Annual Revenue	% Total Revenue
Medi-Cal	\$1,274,776,981	85.01%
Healthy Families Program	\$102,042	.01%
OneCare	\$213,601,373	14.24%
MSSP	\$1,949,675	0.13%
All Other Lines (ASO, PACE)	\$9,104,536	.61%

Total Annual Revenue

\$1.5 billion

Current Reserves = \$207.9 million
(as of June 30, 2013)

CalOptima **has the fourth lowest administrative cost ratio (4.66%)¹** out of 14 county organized health systems and local initiatives in California.





Community Focus

CalOptima provides publicly funded health coverage for low-income families, seniors and people with disabilities. CalOptima is Orange County's **second largest health insurer**.

CalOptima covers:

1 in 7 Orange County **residents**

1 in 5 Orange County **seniors**

1 in 3 Orange County **children**



Program Quality

CalOptima Medi-Cal received **accreditation with commendable status** from the **National Committee for Quality Assurance**.

CalOptima Medi-Cal earned the 2012 Honorable Mention Quality Award, ranking the plan **fourth out of 25** in California.

CalOptima Healthy Families Program was recognized as **one of eight plans** in California with the **highest quality scores** out of 24 plans.



Member Satisfaction

1,132 — Average number of customer service calls per day

83 percent of CalOptima members surveyed reported **satisfaction** with physician interaction and communication.

95 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.

1,700 primary care providers

4,400 specialists

30 acute and rehab hospitals

30 community health centers

484 pharmacies

113 long-term care facilities

Sources

1. Administrative Cost Ratio: Department of Managed Health Care, full-service plans 2012 annual data for local initiatives and county organized health plans in California. Contra Costa County Medical Services is first with 2.72%. Second is Partnership HealthPlan with 4.25%. L.A. Care Health Plan is third with 4.53%. 2012 is the last full year of reported data as of 04/25/13.
2. Community Focus: 2010 U.S. Census, Orange County data, mapped to CalOptima membership data.
3. Program Quality: Medi-Cal-California Department of Health Care Services 2011 Healthcare Effectiveness Data and Information Set (HEDIS) measures. HFP-HEDIS reports, 2011.
4. Healthcare Effectiveness Data and Information Set (HEDIS) reports, 2010.
5. Provide Network: CalOptima contracting data.