



CalOptima Health to Assume New Member Assignment Effective July 1, 2026

What's Changing

- Members will be assigned a **Health Network (HN) and Primary Care Provider (PCP)** on their **first day of enrollment**
- Members will receive an **ID card showing their assigned HN and PCP**
- Members can **request a change to their HN or PCP at any time** by contacting Customer Service

What This Means for Members

- Faster access to care right after enrollment
- Earlier outreach and care coordination from providers
- Helps ensure timely completion of the **Initial Health Appointment (within 120 days)**
- May reduce unnecessary emergency room visits

Changes for Health Networks

- PCP assignment will happen automatically at enrollment
- Health Network will no longer manage PCP assignment timelines

PCP Change Requests

- All PCP change requests must be directed to **CalOptima Health Customer Service** (888 587-8088)

Member Communications

- Members will receive a **welcome letter and updated ID card** with their assigned HN and PCP information
- Health Network must update member-facing materials to reflect these changes.