

Duty Statement

Department of Managed Health Care

CLASSIFICATION: Staff Services Analyst	POSITION: 409-161-5157-085	EFFECTIVE DATE:
WORKING TITLE: Complaint Analyst	OFFICE: Help Center - Standard Complaint Section	DATE APPROVED: December 13, 2019

DEPARTMENT OBJECTIVE:

The mission of the California Department of Managed Health Care (DMHC) is to protect consumers' health care rights and ensure a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The DMHC protects the health care rights of more than 26 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The Help Center assists consumers with health care issues and through its regulatory authority ensures that managed health care patients receive the medical care and services to which they are entitled.

GENERAL DESCRIPTION:

Under the supervision of the Staff Services Manager I, the Staff Services Analyst (SSA) is assigned the less complex program-related responsibilities that requires effective interpretation and implementation of the Knox-Keene Health Care Service Plan Act of 1975 (KKA), Title 28 of the California Code of Regulations (CCR), consumer/enrollee contracts, i.e., Evidence of Coverage, and program policies and procedures. The Standard Complaint Section (SCS) incumbent is responsible for evaluating, monitoring and resolving standard complaints (STD) and health program activities. The incumbent will perform technical, consultative, and programmatic work within SCS.

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

PERCENTAGE JOB DESCRIPTION

Essential (E)/Marginal (M)

50% (E) Review, analyze and resolve less complex and sensitive consumer complaints, including, but not exclusive to medication issues; cost share reimbursements, refunds and waivers; health plan approvals; non-jurisdictional and return to plan. With guidance of managerial staff, research medical terminology and conditions, California statutes and regulations, health plan contracts, policies and procedures, to determine the correct application for each complaint. Prepare case summaries and correspondence for management or lead review that are grammatically correct, meet standard business writing style and DMHC correspondence procedures, for health plans, enrollees and representatives.

Ensure assignments meet specific statutory/regulatory timeframes, including notifying enrollees of the acceptance of a complaint and upon complaint resolution. Act as a point of contact between the DMHC, health plans, enrollees, enrollee representatives and providers; in order to obtain information pertaining to enrollee complaint. Review medical records and correspondence submitted by the enrollee, health plan and provider to ensure all required information is responsive to the complaint. Act as liaison between the Standard Complaint Section, Independent Medical Review Section, Clinical Unit, Office of Legal Affairs, other internal partners, and external stakeholders for the screening and reviewing of complaints. Apply facts of the KKA and relevant regulations, making the complaint determination and composing closing letters. Make complaint determinations based on the unique complaint details and health plan's response, Evidence of Coverage, policies & procedures. Compose closing letters advising of complaint resolution. Organize and prioritize work assignments within mandated timeframes and ensure work is accurately completed.

- 25% (E)** Follow-up and request any outstanding medical records and correspondence as needed for case processing. Collaborate efficiently with internal and external stakeholders in the review and resolution of complaints to prevent case processing delays or insufficient medical documentation. Upon direction of management, will consult with Clinical staff and Office of Legal Affairs to determine case processing. Prepare and present recommendations to management concerning proposed responses to enrollee cases. Redirect enrollees to the health plan's grievance process upon discovery of the enrollee not completing this process. Refer enrollees to the appropriate regulatory agency if the complaint falls outside of the DMHC's jurisdiction.
- 20% (E)** Ensure the DMHC database reflects the unique details of the complaint, health plan response, actions taken and resolution, including entering accurate data on each data tab. Review complaint audit findings reports and adhere to best practices of audit staff and management. Conduct a review of enrollee complaints for potential health plan grievance system violations pursuant to the KKA and Title 28 of the CCR and document any violations for referral to the DMHC's Office of Enforcement. Evaluate and reconcile Independent Medical Review complaints (IMR), to include Review Organization adoption documents to ensure accuracy and thoroughness, consult with the Health Program Specialist I, compose final adoption letters, and reconcile proper billing for services rendered. Participate in training, team meetings and one-on-one meetings.
- 5% (M)** Provide feedback to management regarding program and process improvement.

SUPERVISION EXERCISED OVER OTHERS:

This position does not supervise others.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department customers and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers.

Have knowledge of principles, practices, and trends of public and business administration, management, and supportive services such as budgeting, personnel, and management analysis; and governmental functions and organization.

Have the ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively orally and in writing; consult with and advise managers or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

The employee is responsible for complying with the Information Practices Act by protecting departmental employees' confidential information, including but not limited to social security numbers, medical or employment history, education, financial transactions or similar information. Failure to protect department employees' confidential information may damage DMHC's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling to other locations; must be able to organize and prioritize their work in accordance with mandated timeframes, adapt behavior and work methods in response to changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The employee will work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. The employee will work in a cubicle and will periodically attend meetings and/or training outside of his/her assigned office. The employee will work in and/or visit offices located in a high rise building accessed through elevators.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively orally and in writing in dealing with the public and other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

ADDITIONAL REQUIREMENTS:

This position is required under the DMHC's Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

SIGNATURES:

The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

Supervisor: I have discussed the duties with and provided a copy of this duty statement to the employee named above.

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date