



Duty Statement

Classification: **Information Technology Manager II**

Position Number: **275-173-1406-001** **JC-324564** HCM#: **1112**

Branch/Section: **Health Plan Research and Administration Division / Health Research & Information Systems Services Section**

Location: **Sacramento, CA**

Telework: **Office-centered**

Working Title: **Health Claims Data Chief**

Effective Date: **August 1, 2022**

Collective Bargaining Identifier (CBID): **M01**

Supervision Exercised: **Yes** **No**

The Health Plan Research and Administration Division (HPRA) oversees the contract management functions and plan development for nine Health Maintenance Organization (HMO) plans, three Self-Funded Preferred Provider (PPO) Plans, three Medicare Advantage Plans and three Medicare Supplement Plans, Pharmacy Benefits Manager (PBM), and provides oversight for three association plans. HPRA conducts highly technical and highly sensitive research and reports its findings and makes policy recommendations related to negotiating health care premiums, health benefit design, cost containment, and ensuring value for all active and retired CalPERS beneficiaries.

Under the administrative direction of the Division Chief (Career Executive Appointment) for HPRA, the Information Technology Manager II (ITM II) is responsible for managing all activities of Health Research and Information Systems Services (HRISS) staff performing sensitive and complex analyses to develop the annual health plan rates, as well as maintaining and operating the CalPERS health care data warehouse known as the Health Care Decision Support System (HCDSS).

Essential Functions

- 40% Responsible for the planning, development, and execution of CalPERS Health Program's data strategy. Lead efforts to identify opportunities where potential interventions can overcome challenges in providing high-quality, affordable, accessible, and equitable care to members. Collaborate with various team and other purchasers to identify trends and recommend programs to support CalPERS' goals. Through subordinate staff, prepare health plan contract language and performance measures for participation in HCDSS and assist the HPRA Division managers with health plan contract development and program oversight. Work closely with the Chief Medical Director to develop a strategy for monitoring quality compliance and to track the health effects of our benefit design and other program decisions.
- 30% Responsible for the procurement, implementation, operation, and maintenance of HCDSS. Approve HCDSS project designs, timelines, and budgets, including external consulting projects for HCDSS front and back-end applications. Develop policies and procedures for health information data release, including information protected by the Health Insurance Portability and Accountability Act (HIPAA) and information exempt from release under the Public Records Act. Review and approve all internal and external data requests submitted through the Service Request Process. Serve as a Subject Matter Expert (SME) in cutting edge health services research, health information systems technology, and electronic medical records.
- 20% Supervise all activities of HRISS, which consists of professional and analytical staff. Plan, evaluate, and supervise the managerial and analytical staff assigned to HRISS. Provide guidance to managers responsible for integration of health information technology activities and requirements with business and operational needs. Plan, organize, and review all units' workload for consistency with health benefits program policy. Provide personnel management of the three units within HRISS with respect to hiring, training, assignments, performance management, etc. Recruit, develop, and retain competent and professional staff to ensure an adequate level of specialized expertise to support

current and future CalPERS needs. Initiate procedures to motivate, effectively utilize, and evaluate staff. Perform other management duties and assignments as required and that are appropriate for this level.

- 5% Represent the division on complex and high-impact projects with officials and employees of the state and federal government, including entities such as the U.S. Government Accountability Office, Legislative Analyst's Office, state control agencies, California Department of Human Resources, Department of Finance, Bureau of State Audits, employee organizations, county and local governments, as well as health plan members and annuitants, in matters relating to the administration of the Public Employees' Medical and Hospital Care Act (PEMHCA).
- 5% Participate on the health strategic planning team and the CalPERS business planning process. Collaborate with other departmental staff to achieve program goals. Present oral and written reports to division management, Executive Staff, and the CalPERS Board of Administration. Represent the Division Chief at internal and external meetings and on conference calls when the Division Chief is not available.

Knowledge and Abilities

Knowledge of: A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department's Equal Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives. Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.

Ability to: Manage through subordinate supervisors; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives. Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

Desirable Qualifications

- Demonstrated experience with the collection, storage, management, quality, and analysis of health care data.
- Knowledge of relevant health care data applications, data solutions, and tools.
- Strong management skills, particularly in the area of health care data program administration.
- Knowledge of health care actuarial concepts and terminology.
- Knowledge of California's health care delivery system and managed care industries.

Working Conditions

- Use of a computer keyboard and mouse several hours a day.
- Read from computer screens several hours a day.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance
- Ability to demonstrate punctuality, initiative, and dependability
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance)
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature: _____ **Date:**

I certify that the above accurately represent the duties of the position.

Supervisor Signature: _____ **Date:**