

## PROPOSED

### Department of Health Care and Information (HCAI) Legal Office

#### Duty Statement

Employee: Vacant  
Position Number: 441-611-5393-XXX  
Title/Classification: Staff Services Analyst (SSA)  
Location: Sacramento

#### **SECTION A: GENERAL DESCRIPTION:**

Under supervision of the Staff Services Manager II (SSMII) of the Hospital Fair Billing Program (Program), and guidance from attorney staff and program analysts, the Staff Services Analyst (SSA) is responsible for supporting the work of the Program by processing and logging patient complaints. The SSA exercises independence and judgment while assisting in formulating program policies and procedures, solution alternatives, and making recommendations on a broad spectrum of administrative and program-related issues. The Hospital Fair Billing Program is responsible for ensuring that hospitals comply with the laws regarding health care debt and fair billing, as set forth at Article 1, Chapter 2.5, Part 2, Division 107 of Health and Safety Code (Section 127400 et seq.), including requirements for hospital discount payment, charity care, and debt collection policies. In addition to reviewing these policies, the Program receives consumer complaints, conducts investigations and assesses penalties when warranted, pursues enforcement actions as necessary through the administrative hearing process, and administers an appeal process from administrative penalties.

**Supervision Received:** Reports directly to the SSMII of the Hospital Fair Billing Program.

**Supervision Exercised:** None.

**Typical Working Conditions:** In-person and remote meetings, prolonged sitting, reading, and use of the telephone and computer, including Microsoft 365 applications; mobility to all HCAI work areas and the ability to travel to meetings outside HCAI; ability to get along with a diverse group of people and help maintain morale so the Legal Office stays a smoothly functioning unit. Due to the nature of the work, requires the ability to handle a high degree of stress.

**Physical Demands:** Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

#### **SECTION B: ESSENTIAL FUNCTIONS:**

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- 40% Responsible for processing consumer complaints and related correspondence, including incoming mail, faxes, and emails; entering notes and data into customer relationship management (CRM) system; organizing, transmitting, and maintaining documents in legal and administrative files; ensure the CRM database reflects the unique details of the complaint, hospital response, actions taken, and resolution of the complaint by reviewing all complaint related materials and updating the CRM database accordingly, as necessary.
- 30% Prepare, type, proofread, and format correspondence; transmit legal documents and correspondence to other state and federal departments, hospitals, attorneys and analysts, consumer attorneys and advocates, and other internal and external stakeholders; interact with the aforementioned entities at the request of Program staff in an efficient and timely manner.
- 15% Independently perform complex clerical work, including coordinating and scheduling legal services, meetings, appointments, and interviews on behalf of Program attorneys and analysts; screening and categorizing mail, e-mail, and faxes; obtaining and providing case information to other Department personnel; and preparing files for referral to other Department divisions.
- 10% Screen and respond to telephone and email contacts with hospital representatives, attorneys, other government agencies, other Department divisions, and consumers and/or their advocates and representatives.

### **SECTION C: Other Functions:**

- 5% Make travel arrangements for attorneys and prepare travel expense claims as required; other duties as required within the scope of this classification.

### **SECTION D: Other Expectations:**

- A. Demonstrate a commitment to HCAI in always maintaining appropriate confidentiality.
- B. Deal tactfully, professionally, and confidentially with all internal and external customers and contacts.
- C. Demonstrate a commitment to the success of HCAI and HCAI's vision statement.
- D. Perform duties in a service-oriented manner. Communicate effectively and professionally verbally and in writing.
- E. Demonstrate a commitment to maintaining a work environment free from arbitrary discrimination and sexual harassment and actively support HCAI's commitment to equal employment opportunities.
- F. Maintain good work habits, regular attendance, and adhere to all established policies and procedures.
- G. Perform directed duties independently, with minimal supervision and review.
- H. Exercise good judgment and initiative in seeking guidance from SSMII. Maintain good communication with SSMII and keep SSMII fully informed.

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**To Be Signed by the Employee and Immediate Supervisor**

I have reviewed and understand the duties and expectations of this position.

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Employee Signature

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Date

The employee was provided a discussion of the duties and expectations of this position.

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Supervisor Signature

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Date