

Duty Statement
Department of Managed Health Care

OFFICE: Office of Plan Monitoring	EFFECTIVE DATE:
CLASSIFICATION: Associate Governmental Program Analyst	DATE APPROVED: April 29, 2024
POSITION: 409-572-5393-029	TELEWORK DESIGNATION: Remote-Centered
WORKING TITLE: Networks Analyst	

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 Department protects the health care rights of more than 29.7 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 Office of Plan Monitoring (OPM) is responsible for evaluating and ensuring health care service plan regulatory compliance, quality improvement, and network adequacy as related to provision of managed health care services. The Division’s public health and legal professionals plan and conduct routine and non-routine evaluations of licensed health plans and review service delivery filings for legal adequacy in order to ensure enrollees receive appropriate, sufficient, and timely care.

GENERAL DESCRIPTION:

Under the direction of the Staff Services Manager I (SSM I) in the OPM, Division of Provider Networks, the incumbent is assigned program-related responsibilities that ensure effective interpretation and implementation of the Knox-Keene Health Care Service Plan Act of 1975 (Act), the California Code of Regulations, title 28 (Regulations), and program policies and procedures. The incumbent is responsible for performing complex duties involved in planning, implementation, monitoring and evaluating health program activities with the OPM. The incumbent reviews and evaluates pending contract termination filings between a health plan and either a provider group or hospital. The incumbent may serve as a team leader on studies or projects in the program area, and performs a broad range of technical, consultative, and programmatic areas within the OPM.

TYPICAL DUTIES:

State of California
Health and Human Services Agency
Department of Managed Health Care
DUTY STATEMENT

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

<u>PERCENTAGE</u>	<u>JOB DESCRIPTION</u>
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Essential (E)/Marginal (M)

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| 45% (E) | Conduct review of pending contract termination filings between a health plan and either a provider group or hospital (block transfer) to determine the adequacy of provider networks and capacity for serving plan enrollees in compliance with the Act and Regulations. Respond to inquiries from Department Counsel, health plans, and/or stakeholders regarding deficiencies in the block transfer filings submitted. To evaluate enrollees' access to care, the incumbent analyzes the capacity of providers to accept the new enrollees, physician admitting privileges to the alternate facilities, and the overall distance enrollees must travel to the alternate provider network, as well as a number of other factors showing the adequacy of the alternate network for providing needed medical services to the enrollees of the State. |
| 25% (E) | Perform the more complex projects that support the Division of Provider Networks including, but not limited to, assisting project teams with review and analysis of annual network adequacy data submissions, timely access compliance data, and network e-filings. Participate in special projects that involve research and evaluation of complex issues related to provider networks and block transfer filings as they affect health plans networks. Prepare recommendations on complex and sensitive policy issues related to health plan provider networks. |
| 25% (E) | Conduct review of Amendment filings and provide analytical support to Department Counsel and Health Program Specialists on the review of more complex filings, including applications for licensure and notices of material modifications filed by health plans, to determine whether a health plan complies with the Act and Regulations as it relates to provider network adequacy. Draft comments and inquiries via comment letters to health plans related to the review and analysis of the network filings submitted by health plans. Consult with Department Counsel, Health Program Specialists and/or SSM I to formulate strategies to address provider network adequacy issues. Evaluate provider network adequacy utilizing Department analytical tools (i.e., geo access software, statistical programs and databases). Coordinate filing review with other Offices within the Department, as needed, when more than one office is assigned to the filing. Respond to inquiries from the Department's Counsel and/or health plans regarding provider network filing submissions and analysis. |
| 5% (M) | Represent the Department at meetings, assist with the development of training courses and materials, attend various training courses as they |

relate to provider networks, and perform ad-hoc assignments of varying complexity, as needed.

SUPERVISION EXERCISED OVER OTHERS:

This incumbent 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 clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must:

Have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written documentation and oral presentation.

Have knowledge of principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; government functions and organization; and methods and techniques of effective conference leadership.

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 both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the work of others, act as a team or conference leader; and appear before legislative and other committees.

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.

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 in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, 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

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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 DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or 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.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

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.

State of California
Health and Human Services Agency
Department of Managed Health Care
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EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date