

DUTY STATEMENT

Employee Name:	Position Number: 580-405-5157-706
Classification: Staff Services Analyst	Tenure/Time Base: Permanent / Full time
Working Title: Eligibility Analyst	Work Location: 1616 Capitol Avenue, Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Infectious Diseases/Office of AIDS	Branch/Section/Unit: AIDS Drug Assistance Program Branch/ Eligibility Operations Section/Eligibility Unit 3

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) 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.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by performing work of average difficulty in a variety of consultative and analytical assignments within the AIDS Drug Assistance Program (ADAP) Branch, which oversees the administration of high-profile programs within the state that provides life-saving medications and insurance premium payment assistance to eligible persons living with HIV infection in California.

The incumbent works under the supervision of the Staff Services Manager I. The Staff Services Analyst (SSA) (General) establishes positive working relationships with CDPH staff, internal and external stakeholders, shows open mindedness, flexibility, and displays tact. The SSA expedites enrollment transactions, analyzes information, and provides excellent customer service to enrollment workers and

clients by responding to their questions and concerns in a timely manner. The SSA works independently consulting leads or management as needed.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☒ Other: Maintain a high degree of confidentiality.

Essential Functions (including percentage of time)

- 40% Processes applications for new and existing ADAP clients; reviews and analyzes supporting documentation and verifies client eligibility. Screens for other third-party payers; monitors/tracks client annual re-enrollment and re-certification dates and follows up with enrollment workers and clients regarding eligibility documentation. Queries and analyzes data from the Medi-Cal Eligibility Data System and the ADAP Enrollment System (AES). Assists in applying State and Federal program policy requirements. Responds to time-sensitive work items created by the ADAP Data Processing Center, contractors, and enrollment workers. Analyzes information and determines the appropriate action(s). Analyzes queries and data from the Franchise Tax Board and enters client data into the AES. Upholds State and Federal policies and ensures ADAP is the payer of last resort. Works directly with management to develop and organize internal ADAP meetings.
- 25% Under supervision, works with internal and external stakeholders to ensure eligible clients have access to health coverage and/or drugs on the ADAP formulary. Assists lead with resolving various issues regarding enrollment or provision of ADAP pharmacy services with the Pharmacy Benefits Management Contractor. Assists with resolving problems, identifying, and correcting discrepancies associated with client ADAP eligibility.
- Quarterly check in with enrollment sites to verify and confirm the list of services provided by each site and the community services that are available. Identify individuals who are not in care and provide them with information for case management services or other needed medical or social services.
- Provides technical assistance to local enrollment workers and clients on program policies and procedures to ensure compliance with program requirements. Acts as the subject matter expert to assist the ADAP Client Services Unit and newly hired analysts with addressing program and client specific questions that requires analyses or a higher level of program knowledge. Readily available to take calls, which requires a higher level of program knowledge from the ADAP Client Services Unit to assist enrollment workers and clients.
- 15% During high-volume periods, assists the Associate Governmental Program Analyst (AGPA) by performing various tasks related to paying health insurance premiums for eligible clients; communicates with enrollment workers and/or clients after payment has been rendered; and works with AGPA and/or insurance providers to resolve problems and discrepancies associated with client eligibility and/or premium payments.

- 10% Reviews Employer Based Health Insurance Premium Payment (EB-HIPP) Program applications for accuracy and submits payment requests through AES. Works with the Insurance Benefits Manager contractor to resolve any issues regarding enrollment into EB- HIPP. For complex EB-HIPP matters, utilizes the unit lead or manager as needed. Follows up with enrollment workers and clients when applications are missing information. Communicates to enrollment workers and/or clients after payment is rendered to the appropriate employer.

Marginal Functions (including percentage of time)

- 5% Assists with the development of policies and procedures, eligibility guidelines, training materials, management memos, and fact sheets to reflect programmatic or policy changes for all programs within the ADAP Branch. This includes assisting the Pre-Exposure Prophylaxis Assistance Program (PrEP-AP) analysts and health program specialists with discovery and the development of policies, procedures, and process flows related to PrEP-AP, as needed.
- 5% Performs other SSA job-related duties, as required.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: E. Lawler

Date: 02/03/2025