

DUTY STATEMENT

Class Title Health Program Specialist II	Position Number 805-157-8336-XXX
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COI Classification
 Yes No

Unit

Section

Branch
Managed Care Systems & Support

Division
Managed Care Operations

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.

Job Summary: The Health Program Specialist II (HPS II) provides direct support to the Managed Care Operations Division (MCO) through the Managed Care Systems & Support Branch (MCSSB). The MCO contracts for health care services through established networks of organized systems of care, which emphasize primary and preventive care. Managed care plans are a cost-effective use of health care resources that improve health care access and assure quality of care. Today, approximately 11 million Medi-Cal beneficiaries in all 58 California counties receive their health care through six main models of managed care: Two-Plan, County Organized Health Systems (COHS), Geographic Managed Care (GMC), Regional Model (RM), Imperial, and San Benito.

Under the general direction of the Chief of the Managed Care Systems & Support Branch, Staff Services Manager III (SSM III), the HPS II will function as a highly skilled technical program consultant in the area of policy development and interpretation related to the Medi-Cal Managed Care program and the 1115 Waiver. The HPS II will be required to provide leadership and facilitation for internal and external planning, development, implementation, and evaluation of these and other health policy priorities and strategies for the Division's projects. The HPS II performs functions that are sensitive and critical to the Department's basic mission, with responsibility to coordinate the development of broad policy that has multi-department, immediate, and long-range impacts, and where the level of expertise required is substantially greater than that of other nonsupervisory positions.

The HPS II will be required to possess knowledge of state and federal laws, rules, and regulations governing the Medi-Cal program, as well as legislative processes and impacts to health care policy and program administration for publicly financed health care programs under the Department.

The HPS II must possess knowledge of principles, practices and trends related to health program administration, including planning, implementation and evaluation of complex statewide health care delivery programs; lead multi-disciplinary teams; communicate with and convene a large group of internal and external stakeholders, including Federal program representatives, statewide advocacy organizations and senior departmental leadership; ensuring budgetary and fiscal accountability; and, the ability to identify and resolve a broad range of complex governmental and programmatic challenges.

Supervision Received: Under general direction of the Chief of the Managed Care Systems & Support Branch, Staff Services Manager III (SSM III)

Supervision Exercised: NA

Description of Duties:

Percent of Time Essential Functions

50% Research and conduct extensive independent analysis of federal legislation, regulations, trailer bill language and policies and procedures related to the Medi-Cal Managed Care program and the Department's 1115 waiver, using government and nongovernment resources. Independently researches current issues relating to existing and proposed legislative changes that could impact MCO and its programs and tracks the status of key legislation. Serves as the Division Legislative Coordinator as well as reviews and analyzes relevant materials, such as reports, laws, rules, and management memos. Provides narrative to both Budget Change Concepts and Budget Change Proposals for the Division. Consults with all levels of government and consultant staff for the purpose of gathering and analyzing information and recommending effective action.

Provides leadership and facilitates direction in the planning, monitoring, evaluation, and improvement of health program projects and policies. Independently researches and analyzes State and federal laws and policies related to all aspects of the Medi-Cal program using online governmental and nongovernmental resources and in consultation with all levels of governmental and consultant staff as needed. Based on research, analysis, and consultation, composes project plans, memoranda, issue statements, and reports to communicate sensitive and critical program information to all levels of State government, federal oversight agencies, county governments, health plans, advocacy groups, Medi-Cal beneficiaries, and other interested parties. Assists in the development of personnel and budget reports on critical and sensitive issues for management, the Department of Finance (DOF), and the Legislature.

Functions as an expert consultant in meetings ensuring that DHCS policies are represented appropriately. Develop memoranda, issue papers and reports to communicate sensitive and critical program information and recommendations such as analysis reports that communicate the impacts of new policy changes to health plans, advocacy groups, Medi-Cal beneficiaries, and all levels of State Government, federal oversight agencies, and county governments, including the Centers for Medicare and Medicaid Services (CMS), the Department of Finance, the State Legislature, and other interested stakeholders or agencies.

35% The HPS II will analyze current research and evaluation data, conducting needs assessments, coordinating workgroups and strategic planning sessions, and develop programmatic guidelines. The HPS II prepares coordinated departmental responses to incoming correspondence from legislators, other state and federal agencies, providers, interest groups, and the general public on matters of major health policy initiatives for MCO.

Responds to outside inquiries to MCO by utilizing departmental tools, including, but not limited to: contracts, All Plan Letters, DHCS website and intranet, and by consulting with various classifications of staff in clinical, data and research subject areas. Develops presentation slides and meeting notes to enhance presentations. Participates in training seminars, site reviews, onsite meetings, and conference calls as needed. Presents information to governmental and nongovernmental groups. Provides technical assistance to stakeholders and Medi-Cal beneficiaries to facilitate resolution of their concerns regarding their ability to receive necessary program information, program changes, and access to necessary healthcare services. Consults with governmental and nongovernmental partners to ensure accurate and timely resolution of stakeholder and beneficiary concerns.

10% Provide consultation and technical assistance to the entire Branch management and staff on complex and sensitive 1115 waiver issues such as the creation of necessary contract language based on new legislation that affects the ongoing operation of the Medi-Cal Managed Care program. Provide quarterly and annual updates on the 1115 Waiver report. Analyze information, define resources and make recommendations to assist management and staff in developing and implementing new programs and policies such as organizational development, business process improvements and stakeholder engagement. Provide support and assist with policy updates, budget change proposals, and the managed care estimates process.

Percent of Time Marginal Functions

5% Perform other duties that are within the scope of this classification, as required.

Employee's signature

Date

Supervisor's signature

Date
