

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

		RPA #	C&P Analyst Approval	Date 07-28-25
Employee Name Vacant		Division Administrative Services		
Position No / Agency-Unit-Class-Serial 461-245-5157-705		Unit PCRS/Trust		
Class Title Staff Services Analyst		Location Sacramento		
Subject to Conflict of Interest <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		CBID R01	Work Week Group:	Pay Differential
Other				
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under supervision of the Staff Services Manager I in the Patient Cost Recovery Section (PCRS), Trust Office unit, the Staff Services Analyst (SSA) is responsible for assisting with Trust Office functions and centralized Trust Office policy and procedure development specific to cost of care liability, Medicare reimbursements, and other functions related to Medicare and third-party collections for the Department of State Hospitals (DSH). Travel to hospital locations as necessary.				
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary).			
35%	Assist in the day-to-day functions of the Financial Assistance Program (FAP) including review of FAP applications, communication with applicants and stakeholders, and ensuring compliance with applicable laws, regulations, and policies governing the FAP. Incumbent will perform research, analysis, and resolve billing discrepancies.			
35%	Independently research and resolve irregularities in patient accounts so third-party revenue received for cost of care may be accurately applied to patient accounts. The incumbent will also be responsible for account reconciliations, ensuring patient cost of care account balances are accurate. Work closely with other staff on account receivables, insurance enrollment, Medicare reimbursement and other functions related to Medicare and third-party collections for the department.			
15%	Update patient information via review of statutory notices, communication with patients, conservators, and other interested third-parties. Research and validate patient information using DSH legacy systems. Work with the DSH-Legal Division, hospital Trust Officers, DSH-Accounting, and other internal and external stakeholders regarding collection efforts, reimbursements, account inquiries, and other related issues affecting the Trust unit.			
10%	Communicate with internal and external stakeholders, acting as the section's liaison, regarding third-party billing. Identify, research, and report recommendations on billing issues. Present information to management and hospitals in a clear, reconciled, and reliable format. Explain any issues, concerns, and status. Develop and maintain desk procedures for functions essential to the position.			

5%	<p>Work effectively in a team environment; maintain ongoing communication with state hospitals and other administrative units in the department. Additional duties as assigned. Up to 5% travel is required.</p>
Other Information	<p>Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. Incumbent must adhere to the Health Insurance Portability and Accountability Act (HIPAA) compliance guidelines.</p> <p>The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.</p> <p>This position reports to the Allenby Building in Sacramento. A hybrid Telework schedule, consistent with the State of California's in-office requirement, may be considered with prior approval from management. The incumbent may also be required to travel through California as needed, with prior notice.</p> <p>Incumbent must comply with Government Code Chapter 3 State Employee Telecommuting Program [14200-14203] (Chapter 3 added by Stats. 1990, Ch.1389, Sec. 1.) that disallows California state employees to reside out of state while performing their work duties.</p> <p>I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).</p> <p>_____ Employee's Signature</p> <p>_____ Date</p> <p>I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.</p> <p>_____ Supervisor's Signature</p> <p>_____ Date</p>