

☐ Current
☒ Proposed

Civil Service Classification: Associate Governmental Program Analyst
Working Title: Electronic Visit Verification Analyst
Division Branch Name: Division of Home and Community Living, Health-At-Home Branch
Incumbent: VACANT
Position Number: 797-713-5393-001
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Non-Exempt
CBID: R01
Tenure: Permanent
Time Base: Full-Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

DESCRIPTION:

Under direction of the Community-Based Adult Services (CBAS), Field & Policy Support Team Section Chief, Staff Services Manager II (SSM II) for Electronic Visit Verification (EVV), the Associate Governmental Program Analyst (AGPA) performs complex analytical functions supporting the California Department of Aging (CDA) mission. The AGPA provides support to the EVV Program for CBAS, and the Multipurpose Senior Services Program (MSSP) as mandated under Section 12006 of the federal 21st Century Cures Act. This position supports CDA initiatives as they relate to serving California's aging population and disabled adults, working collaboratively with other teams and staff. Responsibility includes sharing team workloads, providing

technical assistance, conducting program assessments, compliance, program support, policy and procedures, data analysis as well as contract administration. The individual participates in and supports the vision, mission, and goals of the EVV Program and raises issues needing the EVV team's attention. The AGPA is a full participant in team decision-making, strategy formulation, and problem resolution.

ESSENTIAL JOB FUNCTIONS:

45% Monitoring, Compliance, and Technical Assistance

Responsible for the EVV monitoring and compliance program for CBAS and MSSP. Performs ongoing reviews and audits of Jurisdictional Entity (JE) and/or CBAS and MSSP provider records in the EVV systems to ensure registration, compliance, and plan of correction is adequate. Develops and refines EVV monitoring tools and performance metrics to evaluate JE, CBAS, and MSSP provider compliance to ensure access to health care for program participants. Oversees timely data collection from JEs and providers. Analyzes data collected from JEs and providers to identify trends, deficiencies, and opportunities for improved compliance and appropriate plan of correction. Develops and distributes necessary Utilization Review (UR) documents and reviews subsequent JE/Provider Corrective Action Plans (CAPs) to ensure compliance with the EVV Program. Reviews, analyzes, and samples managed care plan, CBAS, and MSP provider performance data using the EVV systems to ensure compliance. Collaborates with the managed care plan to address and resolve areas of non-compliance or non-performance for corrective actions and continued program compliance. Provides consultative support and technical assistance for JEs, CBAS, and MSSP to improve EVV monitoring and performance standards. Engages in limited in-state travel to support monitoring and training efforts.

Conduct and review analytical studies and surveys by performing data analysis and effectively presenting research findings and information both written and orally at EVV program meetings, with various stakeholders and advisory groups, and to the federal Centers for Medicare & Medicaid Services (CMS) to ensure compliance with the federally mandated requirements of the 21st Century Cures Act. Serves as liaison to EVV and Health-At-Home Branch staff to support overall EVV program goals and objectives by providing technical support, and training to enhance registration and ensure compliance. Oversees special investigations of JEs and providers to evaluate the accuracy of the information provided in the EVV systems to the state to ensure compliance with federally mandated requirements of the 21st Century Cures Act. Provides guidance, support, and technical assistance to staff researching and resolving complaints from participants or other stakeholders. Reviews appeals,

grievances, and monitoring reports using EVV systems to ensure and determine appropriate levels of managed care plan monitoring and successful outcomes.

Coordinates internal and external stakeholder meetings related to EVV policy, development, implementation, and ongoing maintenance and operations. Provides direct and ongoing technical support to stakeholder groups and individuals; includes JE and provider training and support in the use of third-party technologies that are fundamental to EVV; keeps management apprised of issues and recommends potential solutions. Responds to inquiries from other state departments, as well as other CDA divisions, and provides technical assistance. Uses spreadsheet software to create, compile, disseminate, organize, and present data for use in reports and other tracking activities. Acts as a liaison to software as a service (SaaS) vendor and OTSI personnel to assure new product releases meet EVV requirements for quality and functionality.

20% Policy Development

Leads in the development and maintenance of policies and procedures related to EVV requirements in support of state and federal laws. Provides policy recommendations for management review. Review existing policies and EVV documents to carry out EVV program objectives and goals ensuring all materials are complete and in proper format. Formulates procedures, policies, and program alternatives. Conducts notification and training, provides support for federal reporting, and completes tracking implementation across CBAS and MSSP programs to ensure compliance.

20% Communications and Outreach

Works closely and collaboratively with CDA EVV Program SME and other state departments to prepare and develop JE and Provider eBulletins, All-Center Letters, Information Notices, Waiver Agency Notices, and other Provider and JE communications. Attends and leads EVV meetings and training events, as required. Develops communications to ensure consistent messaging across EVV Program. Coordinates with internal and external stakeholders to gather content, verify accuracy, and ensure communications are accessible, timely, and in compliance with state and federal guidelines. Leads and facilitates EVV-related meetings, webinars, and training events for stakeholders, providers, and internal staff as needed.

10% Stakeholder Engagement

Responds to inquiries from the public, including community stakeholders, and provides technical assistance on matters involving EVV to ensure compliance with the federally mandated requirements of the 21st Century Cures Act. Engages in limited in-state

travel to attend trade association events, training, or other meetings to remain current on EVV Program goals, objectives and federal and state requirements.

MARGINAL JOB FUNCTIONS:

5% Performs other functions as needed

Supports and reviews contracts, interagency agreements, and/or memorandums of understanding. Contributes to the development of solicitation documents such as Request for Information (RFI), Request for Proposal (RFP), and Interagency Agreements (IAA). Assists with the development of the Scope of Work, proposal evaluations, and contracts. Coordinates all procurement and contract requirements for EVV. Participates in User Acceptance Testing (UAT).

TRAVEL: Up to 10 percent

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- ☒ Duties meet class specification and allocation guidelines.
- ☐ Exceptional allocation, STD 625 on file.

Analyst initials: PS Date Approved: 10/9/95

Revision Date (if applicable): _____