

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

		RPA #	C&P Analyst Approval	Date
Employee Name Vacant		Division Financial Services Division		
Position No / Agency-Unit-Class-Serial		Unit Claims Quality Control Unit		
Class Title Staff Services Manager I		Location Sacramento		
Subject to Conflict of Interest ☐ Yes ☐ No		CBID S01	Work Week Group: E	Pay Differential
Other				
Description: Under the general direction of the Staff Services Manager II (SSM II), Patient Cost Recovery Section (PCRS), the Claims Quality Control Unit (CQCU) Staff Services Manager I (SSM I) functions as the first line supervisor responsible for overseeing the Prior Authorization (PA), Healthcare Provider Network (HCPN) Third-Party Administration (TPA) claims Quality Control/Quality Assurance. The SSM I works in conjunction with internal and external stakeholders on high-risk and high-profile projects. The SSM I may act in the absence of the SSM II as needed.				
% of time performing duties	Duties:			
40%	Responsible for overseeing day to day operations of Quality Control/Quality Assurance processes related to the PA, HCPN and TPA claims to ensure compliance with applicable Federal and State laws, regulations, and governmental agency policies. Manage development of internal trainings, resources, and processes related to claims review and processing. Oversees and provides support on complex research, analysis, regulatory, and policy evaluation of special assignments related to post payment processes. Works closely with PCRS management team on organizational change management efforts for PCRS' high-risk areas.			
20%	Manages the expansion and implementation of CQCU processes related to the PA, HCPN and TPA. Troubleshoot PA, HCPN and TPA issues with internal and external stakeholders. Manages project timelines, deliverables, and reporting to Executive Leadership. Facilitate workgroup/stakeholder meetings. Utilizes multi-media to convey information such as PowerPoint, WebEx, and Microsoft Teams. Collaborates with outside contractors, DSH accounting offices, Technology Services Division (TSD), and Centers for Medicare & Medicaid Services (CMS) to help improve third-party billing efforts and support operations. Manage, review, and report on status of unit desktop procedures, policies, operational procedures, and information bulletins.			
20%	Supervise, assign and review work products of assigned analysts. Perform staff training, development, and performance evaluations. Provide guidance to improve work product, ensure timelines are met, and review for accuracy. Utilize progressive discipline process in accordance with the Department of Human Resources (CalHR) and DSH policies. Manage employee work schedules, process leave requests, and ensure enough staff are on site to meet workload			

	deadlines. Attend and participate in management meetings and perform other duties and functions as may be required to support the overall mission of the Department. Complete the more complex analysis regarding third party billing process improvement efforts.
15%	Responsible for overseeing the review, reporting, and process improvement initiatives related to section processes to ensure compliance with applicable Federal and State laws, regulations, and governmental agency policies. Identify compliance issues, risks, and make corrective action recommendations to process owners, management, and Executive Leadership. Organize reviews of contracts to ensure contractual obligations are met. Oversee implementation of corrective actions, report outcomes to management and follow-up to ensure new processes are maintained in accordance with compliance standards.
5%	Present information to executive management, peers, supervised staff and hospitals in a clear, reconciled and reliable format; explain any issues, concerns and status. Work effectively in a team environment; maintain ongoing communication with state hospitals and other administrative units in the department. Travel to hospitals as required. Other duties as assigned.
Other Information	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 always maintain confidentiality. Incumbent must adhere to the Health Insurance Portability and Accountability Act (HIPAA) compliance guidelines. 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. 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 throughout California as needed, with prior notice. 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. 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).

	Employee's Signature

	Date
	I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

	Supervisor's Signature

	Date