

DUTY STATEMENT

Employee Name: VACANT	Position Number: 580-530-5157-001
Classification: Staff Services Analyst (General)	Tenure/Time Base: Permanent / Full-Time
Working Title: Billing and Collection Analyst	Work Location: 850 Marina Bay Parkway, MS 8200 Richmond, CA 94804
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health / Genetic Disease Screening Program Division	Branch/Section/Unit: Operational Support Section / Revenue Services Unit

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 Resources' Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by maximizing and stabilizing funding sources and demonstrating responsible financial stewardship with program funds.

The incumbent works under the supervision of the Staff Services Manager I (SSM I) of the Revenue Services Unit. Under supervision, the Staff Services Analyst (SSA) performs duties of average difficulty in a variety of consultative and analytical assignments to support the payments processing function of the Revenue Services Unit (RSU). These duties include, but are not limited to, analyzing monthly billing statements from various clients for accuracy before releasing them to Prenatal

Screening (PNS) and Newborn Screening (NBS) HMO providers and hospitals, managing reconciliations of payment collection received from the Zero Balance Account (ZBA) deposits before the distribution of and posting in GDSP's A/R system, and investigates issues regarding insurance payment recoup and provider adjustments that affect the balance of the payments batch and the ZBA account.

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:

Essential Functions (including percentage of time)

- 40% Reviews and analyzes monthly billing statements from various clients for accuracy before releasing them to Prenatal Screening (PNS) and Newborn Screening (NBS) HMO providers and hospitals. Downloads monthly aging report for PNS, NBS, GCL(Genetic Counselor License) and Biobank. Identifies outstanding invoices and contacts NBS clients regarding those invoices. Reviews Medi-Cal Offset Intent (MCOI) and Medical Offset Authorization (MCOA) letters and analyzes if any invoices could be submitted for Medi-Cal offset. Reviews, analyzes, and resolves any potential issues with client invoices while uploading the information from the Genetic Disease Screening Program (GDSP) Screening Information System (SIS) into the GDSP A/R system. Submits invoices for military hospitals in the vendor's portal and keeps track of the invoice status. Reviews and posts payments received from clients to GDSP A/R system and provides revenue coding information to Sacramento Accounting unit to post to the Financial Information System for California (Fi\$Cal).
- 35% Analyzes, maintains, and reconciles the GDSP Zero Balance Account (ZBA) report that is downloaded daily from the Bank of America (BOA) CashPro website. Updates the daily ZBA account spreadsheet and identifies deposits as either "Submitted" or "Not Submitted" to CDPH Accounting. Evaluates, reviews, and researches the open/held batches from the Batch Summary Report from the GDSP A/R system and deposit log reports, including identifying collections and correcting any discrepancies. Performs reconciliations of payment collection received from ZBA deposits before the distribution of and posting in GDSP's A/R system. Investigates issues regarding insurance payment recoup and provider adjustments that affect the balance of the payments batch and the ZBA account and provides recommendations to management if necessary. Monitors and ensures accuracy of the Credit Card (CCRD) report processed by both the Lockbox banking system and in-house systems and uploads into GDSP's A/R system daily. Prepares reports and assists with making recommendations to the Section Chief on procedures and policies and on how to increase GDSP's revenue collections.
- 15% Assists in the evaluation and management of the daily workload of staff as it relates to remittance

processing, batch posting, and balancing for both manual and electronic remittances. Analyzes Electronic Remittance Advice/Electronic Fund Transfer 835 (ERA/EFT 835) files in the GDSP A/R system to make sure Electronic Fund Transfer (EFT) and credit card payments received match the total reflected in the batches. Provides resolutions for accounts identified by the ERA/EFT 835 reports as “Rejected” and loads resolution information into GDSP’s A/R system. Researches, investigates, and resolves issues regarding remittance files that are over or understated and identifies insurance claim denials that affect the balance on the remittance file. Performs efficient reviewing of batches that need corrections before posting into the GDSP A/R system. Researches and reviews the data from the ERA/EFT 835 spreadsheet to identify payments and analyzes the reasons for any denials. Analyzes the Electronic Explanation of Benefits (EOBs) from the ERA/EFT 835 spreadsheet to determine a resolution for each denied claim. Prioritizes, anticipates, and responds to issues regarding EOBs from the ERA/EFT 835 file as they arise.

- 5% Reviews and analyzes revenue reports generated by the GDSP A/R system and, under supervision, provides recommendations to management on issues that affect revenue collection. Attends weekly meetings with vendors. Under supervision, trains and provides assistance to other Unit staff.

Marginal Functions (including percentage of time)

- 5% Performs other work-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: Brittany Hanson

Date: 10/27/2025