

**DEPARTMENT OF JUSTICE
DIVISION OF MEDI-CAL FRAUD AND ELDER ABUSE
COMPLAINT AND DATA BRANCH
COMPLAINT INTAKE UNIT
DUTY STATEMENT**

NAME:

CLASSIFICATION: Analyst I

WORKING TITLE:

STATEMENT OF DUTIES: Under the supervision of the Supervisor I, the Analyst I reviews referrals of Medi-Cal fraud, elder abuse, and related complaints from Managed Care Organizations (MCO) and prepares them for complaint intake and potential investigation and prosecution. The Analyst I is responsible for evaluating and entering Managed Care (MC) 609 referrals and other Medi-Cal fraud, elder abuse, and related complaints into the DMFEA's case management system. Referrals are opened, closed, or referred to other agencies by the CIU as directed by the Complaint Assessment Team (CAT), and Investigations and Criminal Prosecutions sections. The Analyst I supports the daily functions of the Complaint Intake Unit (CIU), which is the Division of Medi-Cal Fraud and Elder Abuse's (DMFEA) centralized complaint intake unit.

SUPERVISION RECEIVED: Under the supervision of the Supervisor I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: The Analyst I may be required to sit at a computer up to eight hours a day while performing duties. Infrequent travel to varying DMFEA regional offices may be required. May have to occasionally move up to 25 pounds.

TYPICAL WORKING CONDITIONS: Open-space office in a smoke-free environment.

ESSENTIAL FUNCTIONS:

- 40% Reviews, evaluates, and analyzes MC 609 referrals received from MCO's regarding allegations of Medi-Cal fraud and other Medi-Cal fraud, elder abuse, and related complaints. Enters and maintains referrals, incident reports and complaints in the DMFEA's case management systems and submits the referral to the CAT to determine viability. Closes or opens referrals and complaints for investigation as directed by the CAT and the Investigations and Criminal Prosecutions sections. Prepares complaint status letters and assigns docketed cases to the appropriate field office. Reviews and categorizes all MC 609 referrals, citations, and other forms of reported fraud for the entire state. Inputs supplemental referral, incident report or complaint information into the DMFEA's case management system.
- 35% Researches, analyzes, and gathers healthcare information and data on individuals and facilities to properly identify an individual or organization of a corporation, medical group, hospitals, nursing facilities, or other case-related parties to complete a complaint intake. Communicates with DMFEA staff and other State and Federal agencies to obtain information on the research and analysis to be done and then provides those results to the staff member or agency, which can be in the form of a written report, chart, or graph.
- 15% Prepares correspondence requesting additional information or referring complaints that do not fall under the DMFEA's jurisdiction to other State and Federal agencies. Is a representative of the DMFEA to other law enforcement agencies, government healthcare programs, and government agencies to ensure a continuing flow of information.

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10% Assists investigative and other DMFEA staff as needed, and completes special projects as assigned including answering the DMFEA's toll-free complaint line and incoming telephone calls concerning elder abuse and Medi-Cal fraud.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- I am able to complete the essential functions and typical physical demands of the job but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job and will discuss the functional limitations I have with my supervisor.

Employee Signature

Date

Supervisor Signature

Date

Employee Name

Supervisor Name