

PROPOSED
Department of Health Care Access and Information
Duty Statement

Employee Name Vacant	Organization Office of Healthcare Information Community Impact Branch Hospital Fair Billing Program	
Position Number 441-611-5393-XXX	Location Sacramento	Telework Option Hybrid
Classification Analyst II	Working Title Analyst II	

General Description <p>Under direction of the Hospital Bill Complaint Branch Chief (Manager I), the Analyst II is responsible for overseeing the processing of patient complaints and will act in a lead capacity as a subject matter expert responsible for creating, maintaining, and analyzing division workload and data charts, and preparing correspondence and reports. The Analyst II will assist management in various administrative functions, including developing and maintaining office processes, procedures, and training materials. The Hospital Fair Billing Program (HFBP) is responsible for ensuring that hospitals comply with the laws regarding health care debt and fair billing, as set forth at Article 1, Chapter 2.5, Part 2, Division 107 of the Health and Safety Code (Section 127400 et seq.), including requirements for hospital discount payment, charity care, and debt collection policies. In addition to reviewing submitted policies, HFBP receives patient complaints, conducts investigations, assesses penalties when warranted, pursues enforcement actions as necessary through the administrative hearing process, and administers an appeal process for administrative penalties.</p>	
Supervision Received	Under direction, incumbent reports to the Manager I of the Hospital Fair Billing Program.
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions	Requires use of computing devices and phones, frequent face-to-face contact with management, staff, consultants and the public, verbal, written and digital (e-mail) communication, extensive review, analysis and preparation of electronic and written documents, assessment of practical demonstrations, mobility to various areas of the Department, occasional travel and overnight stays to training/conferences or the Los Angeles field office may also be required, and work hours may deviate from core business hours based on the service requirements of the Department.
Job Duties E = Essential, M = Marginal	

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25%	E	Process patient complaints regarding hospital fair billing practices, including manually entering patients complaints received by mail into the CRM, analysis of incoming correspondence, complaints, and case notes made by Hospital Fair Billing Program staff to determine category and complexity for assignment to an attorney, analyst, or adviser; prepare, type, proofread, make accessible, and format correspondence; prepare, make accessible, and transmit legal documents and correspondence to other state and federal departments, hospitals, attorneys and analysts, consumer attorneys and advocates, and other internal and external stakeholders; interact with the aforementioned entities at the request of Program staff in an efficient and timely manner; organize and prioritize work assignments to meet mandated deadlines and ensure work is accurately completed.
25%	E	Process hospital policy filings related to health care debt and fair billing requirements, including prepare, proofread, make accessible, and finalize correspondence; transmit final compliance decisions and administrative penalty notices electronically and through certified mail; Provide technical assistance to external stakeholders to are unable to view publicly accessible policies and compliance determination documents. Correspond with internal and external stakeholders. Compile internal documents for Administrative Hearings related to the Department's compliance determination, including creating reports in Excel, editing adobe PDFs, and navigating internal CRM systems.
20%	E	With guidance from Manager I and legal staff, review and analyze confidential patient complaints, including researching medical terminology, health conditions, policies, and procedures to ensure all the values in the customer relationship management (CRM) database are recorded accurately for the Hospital Fair Billing Program to respond to data requests from internal and external stakeholders; ensure the CRM database reflects the unique details of the complaint, hospital response, actions taken, and resolution of the complaint by reviewing all complaint related materials and updating the CRM database accordingly, as necessary; review and use feedback from the Hospital Fair Billing Program staff and CRM team audit reports to increase knowledge, skills, and understanding of the work product by adhering to reference materials, policies, and procedures.
15%	E	Compile statistical reports on trends (i.e., related to complaint age and owner) using the CRM database; provide responses and recommendations to management and staff with respect to issues identified in patient complaints and best practices for processing files.
10%	E	Review and evaluate complaint programs and processes by performing program related workflow reviews and evaluations to make recommendations to management for improvement.
5%	M	Perform other duties as assigned.

Other Expectations

- Demonstrate a commitment to performing duties in a service-oriented manner.

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- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI's Mission, Vision, and Goals.
- Demonstrate a commitment to HCAI's Core Values and Guiding Principles.
- Maintain good work habits and adhere to all HCAI policies and procedures.
- Exercise good judgment and initiative in seeking guidance from Manager I. Maintain good communication with Manager I and keep the Manager I fully informed.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date