

**Duty Statement**  
**Department of Managed Health Care**

<b>OFFICE:</b> Office of Plan Monitoring	<b>EFFECTIVE DATE:</b>
<b>CLASSIFICATION:</b> Analyst II	<b>DATE APPROVED:</b>
<b>POSITION:</b> 409-571-5393-018	<b>TELEWORK DESIGNATION:</b> <i>Remote-Centered</i>
<b>WORKING TITLE:</b> Medical Survey Analyst	

**DEPARTMENT OBJECTIVE:**

The mission of the Department of Managed Health Care (DMHC) is to ensure health plan members have access to equitable, high-quality, timely, and affordable health care within a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of 30.2 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

**PROGRAM OBJECTIVE:**

The Office of Plan Monitoring (OPM) is responsible for evaluating and ensuring health plan service plan regulatory compliance, quality improvement, and network adequacy as related to provision of managed health care services. The Division’s public health and legal professionals plan and conduct routine and non-routine evaluations of licensed health plans and review service delivery filings for legal adequacy in order to ensure enrollees receive appropriate sufficient, and timely care.

**GENERAL DESCRIPTION:**

Under the direction of the Supervisor II, the Associate Governmental Program Analyst functions as a highly skilled independent program consultant who performs complex specialized duties which have significant statewide impact on the Department’s health plan survey efforts pursuant to the Knox-Keene Health Care Service Plan Act of 1975.

Responsibilities include project management; formulating recommendations for implementing Department initiatives; planning, organizing, and conducting medical surveys of health care service plans; and organizing and leading project teams to respond to changes in regulations and Department directives as they impact the Division of Plan Surveys and other Offices.

The incumbent conducts statutorily mandated surveys, as well as non-routine and investigative medical surveys, of licensed health care service plans.

**TYPICAL DUTIES:**

Employee must be able to perform the following duties with or without reasonable accommodation.

**PERCENTAGE      JOB DESCRIPTION**

Essential (E)/Marginal (M)

- 35% (E)** Plan, organize, and conduct medical surveys of health care service plans utilizing and directing the efforts of clinical consultants and department analysts to determine health plan compliance with Knox-Keene Health Care Service Plan Act and Title 28 regulations as directed by management and according to the survey schedule. Prepare, edit, and format reports resulting from regulatory survey activities using Division policies, procedures, and templates to present findings of medical survey activities. Act as in-house consultant responsible for performing difficult and complex work pertaining to program issues to ensure effective oversight of licensed health plans. Work directly with the division's legal staff in reviewing health care service plan license applications, policies and procedures, and other health plan information to determine health plan compliance with statutes and regulations.
- 25% (E)** Perform analysis and evaluation of health plan documents related to applications, amendments and material modifications to determine compliance with the Knox- Keene Health Care Service Plan Act and Title 28 regulations and other applicable laws and statutes utilizing assessment tools, Division policies, regulations, procedures and check lists as directed by management. Prepare written analysis, referrals, and/or management memorandums to communicate health plan deficiencies and compliance efforts. Provide assistance in the development and implementation of broad internal policies and procedures necessary to achieve effective assessment and oversight of health care service plan operations utilizing good judgment, available data, and information, under the direction of management.
- 20% (E)** Participate in the development of continuing education activities to train colleagues and clinical consultants utilizing regulations, pertinent law, Department check lists, inter-agency agreements and Director's Letters as directed by management. Review and analyze proposed health care legislation to determine operational and fiscal impact to the Division, utilizing analytical skills and Division analysis workload estimates as directed by management.
- 10% (E)** Interact with other regulatory agencies and DMHC programs involved in compliance reviews and other aspects of health care service plan

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operations to fulfill requirements under inter-agency agreements and to ensure compliance with pertinent laws and regulations as directed by management utilizing phone, email, in person meetings and other various scheduling techniques. Act as a Department's subject matter resource on managed health care operation compliance review to provide information to various Offices and collaboratively assess health plan compliance utilizing available health plan data and information as directed by management.

**5% (E)** Coordinate and participate in workgroups or projects related to the Department's mission as directed by management to facilitate effective and efficient oversight of health plan operations utilizing good judgment and available information and resources.

**5% (M)** Represent the DMHC to stakeholders and other work groups.

**SUPERVISION EXERCISED OVER OTHERS:**

This position does not supervise others; but may act in a lead capacity on special projects or task forces.

**KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:**

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must:

Have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written documentation and oral presentation.

Have knowledge and expertise with the operation and functions of the California Department of Human Resources (CalHR) and the State Personnel Board (SPB) and be knowledgeable of the California Government Code and the California Code of Regulations in the area of Human Resources.

Have knowledge and expertise with the principles and practices in public and business administration, including personnel management, classification and pay issues, labor relations, employee supervision, development and training, DMHC policies and procedures, safety, health and Equal Employment Opportunity objectives.

Have knowledge of principles, practices, and trends of public and business administration, management, supportive staff services, and governmental functions and organization and methods and techniques of effective communication and leadership.

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Have the ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work and coordinate the work of others, act as a team leader, and appear before legislative or other committees.

**CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:**

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

**PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:**

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

**WORK ENVIRONMENT:**

The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

**POSITION REQUIREMENTS:**

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) 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,

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adhere to departmental policies and procedures regarding attendance, leave, and conduct. This position requires travel 20% of the time to conduct medical surveys of health plans.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

**ADDITIONAL REQUIREMENTS:**

This position is required under the DMHC's Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

**SIGNATURES:**

**The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.**

**Employee:** I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

**Supervisor:** I have discussed the duties with and provided a copy of this duty statement to the employee named above.

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date