

Duty Statement
Department of Managed Health Care

OFFICE: Office of Financial Review	EFFECTIVE DATE:
CLASSIFICATION: Corporation Examiner	DATE APPROVED: April 16, 2026
POSITION: 409-121-4443-131	TELEWORK DESIGNATION: Remote-Centered
WORKING TITLE: Examiner	

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 mission of the DMHC’s Office of Financial Review (OFR) is to protect Californians who receive services from licensed health care service plans, Risk Bearing Organizations (RBOs) and their provider networks by ensuring that they are fiscally viable and comply with the financial provisions of the Knox-Keene Act and related rules. This mission shall be accomplished through the performance of onsite regulatory examinations, analysis of financial data and regulatory filings and requiring necessary corrective actions in coordination with other disciplines in the Department. In addition, OFR’s rate review program works with health plans to ensure rates and rate filing documentation are in compliance with state laws, market rules, and rating rules.

GENERAL DESCRIPTION:

Under the direction of the Corporation Examiner IV (Supervisor), the Examiner is responsible for financial solvency monitoring, review of licensing activities and/or Undertakings and Corrective Action Plans pertaining to Health Care Service Plans (Plan).

TYPICAL DUTIES:

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

PERCENTAGE **JOB DESCRIPTION**

Essential (E)/Marginal (M)

- 30% (E)** Independently conduct ongoing assessments of the financial condition, financial capacity and financial trends of managed health care plans and any affiliated entities to determine financial solvency and compliance with financial solvency standards. This includes:
- Reviewing, analyzing and evaluating financial statements submitted by the Plan, the Plan's annual audited financial statement, as well as financial examination and claims payment reports routinely filed with the DMHC.
 - Reviewing for timeliness and accuracy;
 - Verifying if financial data is reported in accordance with Generally Accepted Accounting Principles, statutes and departmental reporting instructions;
 - Calculating various financial ratios;
 - Comparing the financial ratios with industry trends as well as regulatory requirements;
 - Compare and evaluate reported financial data and performance against industry best practices and historical data to analyze financial trends.
- 30% (E)** Independently perform the financial and administrative reviews of e-filings for assigned plans. The review and analysis is to determine if the entity is fiscally viable and complies with the financial and administrative provisions of the Knox-Keene Act and related rules. This includes: applications for Knox-Keene Licensure; notices of material modifications; and amendments to application files of Knox-Keene licensees.
- 15% (E)** Perform as the subject matter expert on the plans assigned to the Examiner. This includes providing information to and working together with a team of field examiners during the planning phases and throughout the field examination. The Examiner may be required to attend the entrance conference and may be assigned portions of the examination. The Examiner will also be responsible for providing requested information to Plan Surveys to assist Plan Surveys in planning the survey activities of the Examiner's assigned health plans. As the subject matter expert, the Examiner will also coordinate with the Corporation Examiner IV (Supervisor) and/or Supervising Examiner to answer questions related to assigned plans.
- 10% (E)** Work together with the Corporation Examiner IV (Supervisor) in advising the Supervising Examiner on problem areas and making recommendations for appropriate courses of action. Responsible for recommending enforcement action against licensees in significant noncompliance, preparing enforcement referrals, and interacting with Enforcement Counsel and other DMHC personnel in pursuing enforcement action. Independently review and evaluate corrective action plans (CAP) and their financial assumptions to determine if the CAP is viable. This review includes analyzing and understanding the financial assumptions and projections and other actions presented by the plan to determine if the activities in the CAP will remedy the

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DMHC 62-137 New: 12/04 Rev: 10/2025

deficiency it is attempting to address/correct. Recommend accepting or rejecting CAPs filed with the DMHC. If approved, continue to monitor the CAP to ensure the Plan is meeting their approved milestones as presented in the approved CAP.

10% (E) Independently conduct or act as examiner-in-charge (EIC) to direct a team in the field work for the examination of the financial and administrative affairs of Knox-Keene licensed organizations to detect and obtain evidence to determine compliance with statutory requirements on a routine and non-routine basis.

5% (M) Participate in and/or lead special projects for the Corporation Examiner IV (Supervisor), Supervising Examiner, and/or the Deputy Director. Perform other compliance/miscellaneous duties, as assigned, including financial and related compliance/research matters, data gathering, compilation activities and training. Provide comments or recommendations for proposed changes to the various laws and regulations. Assist in initiating changes as a result of legislation, rules, federal laws, etc. to the examination programs.

SUPERVISION EXERCISED OVER OTHERS:

This incumbent does not supervise others.

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 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 general and specialized accounting and auditing principles and procedures; laws, policies, rules and regulations administered by the Department of Corporations; financial organization and practices of organizations subject to regulation by the Department of Corporations; Federal rules and regulations governing the issue and sale of corporate securities; business law.

Have the ability to administer procedures and program activities; gather, organize, summarize and interpret financial data; analyze situations accurately and adopt an effective course of action; prepare reports; establish and maintain cooperative relations with those contacted in the work; speak effectively.

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, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

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

Duty Statement
Department of Managed Health Care

OFFICE: Office of Financial Review – Financial Statement and Efling Review Unit	EFFECTIVE DATE: DATE APPROVED: April 16, 2026
CLASSIFICATION: Auditor I	TELEWORK DESIGNATION: Remote-Centered
POSITION: 409-121-4175-xxx	
WORKING TITLE: Auditor	

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.

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GENERAL DESCRIPTION:

Under the supervision of the Corporation Examiner IV (Supervisor), the Auditor is responsible for the less complex financial solvency monitoring, review of licensing activities and/or Undertakings and Corrective Action Plans pertaining Health Care Service Plans (Plan).

TYPICAL DUTIES:

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

PERCENTAGE **JOB DESCRIPTION**

Essential (E)/Marginal (M)

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|----------------|--|
| 30% (E) | <p>Assist in conducting ongoing assessments of the financial condition, financial capacity and financial trends of managed health care plans and any affiliated entities to determine financial solvency and compliance with financial solvency standards. This includes:</p> <ul style="list-style-type: none">• Reviewing, analyzing and evaluating financial statements submitted by the Plan, the Plan’s annual audited financial statement, as well as financial exam and claims payment reports routinely filed with the DMHC.• Reviewing for timeliness and accuracy;• Determining if financial data is reported in accordance with Generally Accepted Accounting Principles (GAAP), statutes and departmental reporting instructions;• Calculating various financial ratios;• Comparing the financial ratios with industry trends as well as and regulatory requirements;• Comparing reported financial data and performance against industry best practices and historical data to analyze financial trends. |
| 30% (E) | <p>Assist in performing the financial and administrative reviews of e-filings for assigned plans. The review and analysis are to determine if the entity is fiscally viable and complies with the financial and administrative provisions of the Knox-Keene Act and related rules. This includes: applications for Knox-Keene Licensure; notices of material modifications; and amendments to application files of Knox-Keene licensees.</p> |
| 15% (E) | <p>With guidance from the Corporation Examiner IV (Supervisor), assist on plans assigned to the Auditor. This includes providing information to and working collaboratively with, a team of field examiners during the planning phases and throughout the field examination. The Auditor may be required to attend the entrance conference and may be assigned portions of the examination. The Auditor will also be responsible for providing requested information to Plan Surveys to assist Plan Surveys in planning the survey activities of the monitor’s assigned health plans. The Auditor will also collaborate with the Corporation Examiner IV (Supervisor) and/or Supervising Examiner to answer questions related to assigned plans.</p> |
| 10% (E) | <p>Work together with Corporation Examiner IV (Supervisor) in advising the Supervising Examiner on problem areas and provide recommendations for appropriate courses of action. Assist in drafting recommendations for Oversight Examiner review for enforcement action against licensees in significant noncompliance, preparing enforcement referrals, and interacting with Enforcement Counsel and other DMHC personnel in pursuing</p> |

enforcement action. Review and evaluate corrective action plans (CAP) and their financial assumptions to determine if the CAP is viable. This review includes assisting in the analysis and understanding the financial assumptions and projections and other actions presented by the Plan to help determine if the activities in the CAP will remedy the deficiency it is attempting to address/correct. Provide recommendations to the Oversight Examiner to accept or reject CAPs filed with the DMHC. If approved, continue to monitor the CAP to ensure the Plan is meeting their approved milestones as presented in the approved CAP.

10% (E) Assist in working as part of a team in the field work for the examination of the financial and administrative affairs of Knox-Keene licensed organizations to detect and obtain evidence to determine compliance with statutory requirements on a routine and non-routine basis.

5% (M) Participate in special projects for the Corporation Examiner IV (Supervisor), Supervising Examiner, and/or the Deputy Director. Perform other compliance/miscellaneous duties, as assigned, including financial and related compliance/research matters, data gathering, compilation activities and training.

SUPERVISION EXERCISED OVER OTHERS:

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KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

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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 of general accounting and auditing principles and procedure; business law.

Have the ability to apply general accounting and auditing principles and procedures; conduct the less difficult audits or financial examinations of accounts and records; meet with and obtain the cooperation of individuals, or representatives of organizations, subject to tax or regulation; create good will and maintain it in the initiation and completion of an audit and the disclosure of findings critical in nature or indicating additional tax liability; analyze data and draw sound conclusions; analyze situations accurately and adopt an effective course of action' prepare clear, complete, and concise reports; speak and write effectively.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

DUTY STATEMENT

DMHC 62-137 New: 12/04 Rev: 10/2025

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