

Duty Statement
Department of Managed Health Care

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| OFFICE: Help Center, Legal Affairs Branch | EFFECTIVE DATE: |
| CLASSIFICATION: Attorney | DATE APPROVED: July 2, 2026 |
| POSITION: 409-171-5778-023 | TELEWORK DESIGNATION: Remote-Centered |
| WORKING TITLE: Help Center Attorney | |

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 members. The Department protects the health care rights of 30.2 million Californians by regulating health care service plans, assisting members through a member Help Center, educating members on their rights and responsibilities and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The DMHC Help Center educates members about their health care rights and resolves complaints against health plans to ensure a stable and accessible health care delivery system.

GENERAL DESCRIPTION:

Under the direction of the Assistant Chief Counsel, Help Center – Legal Affairs Branch (LAB), the incumbent performs sensitive and less complex legal work for the Department of Managed Health Care’s Help Center related to the regulation of health care service plans pursuant to the Knox-Keene Health Care Service Plan Act of 1975 (Knox-Keene Act, Health and Safety Code section 1340, et seq.) and other work as required. Duties include evaluating and resolving less complex consumer complaints, making investigative inquiries, performing legal research, providing legal advice and counsel, determining health plan compliance with the Knox-Keene Act, and performing other special projects as required.

TYPICAL DUTIES:

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

PERCENTAGE JOB DESCRIPTION

Essential (E)/Marginal (M)

DUTY STATEMENT

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

- 40% (E)** Investigate, evaluate, and resolve both expedited and non-expedited consumer complaints filed with the Department's Help Center against health plans through the research, interpretation, and application of state and federal laws, regulations, court decisions, and other legal authorities and departmental policies; respond to legal correspondence received from counsel acting on behalf of consumers, health plans, government agencies, providers, and advocates; conduct negotiations with both in-house and outside counsel for health plans; and prepare correspondence to consumers, health plans, and advocates on the resolution of their complaints containing detailed legal analysis and an explanation of legal findings made during the course of the Help Center's investigation.
- 30% (E)** Perform a wide variety of legal research, including reviewing and interpreting legal precedents and principles contained within federal and state health care statutes, regulations, cases, policies, and contracts for the purpose of providing legal advice and counsel to the following groups: departmental management; community-based organizations and legal aid groups; federal and state agencies; and assigned analysts, nurses, and staff working in other Help Center units. Compose legal opinions for sensitive issues pertaining to the administration of the Knox-Keene Act and department regulations, policies, and programs.
- 15% (E)** Prepare cases for referral to the Department's Offices of Enforcement, Plan Licensing, Legal Services, and Plan Monitoring including: assembly and evaluation of evidence; making investigative inquiries to counsel for health plans; discuss and develop case-handling strategies with other Department counsel; and compose referral memoranda and briefs containing detailed legal analysis of case facts and applicable laws.
- 10% (E)** Consult with legal counsel from other departments and agencies on multi-jurisdictional issues affecting DMHC enrollees, such as the Department of Health Care Services (Medi-Cal), Covered California, Department of Insurance, Centers for Medicare, and Medicaid Services (Medicare), and the Office of Personnel Management (Multi-state Plans). Assist Help Center senior counsel on special projects and provide legal advice and counsel on cases to the Help Center staff through the Legal Liaison program.
- 5% (M)** Conduct special investigations involved in the enforcement of State laws and departmental rules and regulations.

SUPERVISION EXERCISED OVER OTHERS:

The incumbent does not supervise.

DUTY STATEMENT

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

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 knowledge of: Legal research methods and performing research; legal principles and their application; scope and character of California statutory law and of the provisions of the California Constitution; federal and state statutes and rules; rules of professional conduct; principles of administrative trial and hearing procedure and rules of evidence; court procedures; legal terms and forms in common use; statutory and case law literature and authorities; professional and ethical rules as they relate to the practice of law; appellate proceedings; rules of evidence and conduct of proceedings in trial and appellate courts of California and the United States and before administrative bodies; and provisions of laws and Government Code sections administered or enforced.

Have the ability to: Research; analyze, appraise, and apply legal principles, facts, and precedents to legal problems; analyze situations accurately and adopt an effective course of action; prepare and present statements of fact, law, and argument clearly and logically in written and oral form; prepare correspondence and memoranda involving the explanation of legal matters; draft opinions, pleadings, rulings, regulations, and legislation; negotiate effectively and conduct crucial litigation; work cooperatively with a variety of individuals, organizations and maintain the confidence and respect of others; independently present difficult and complex cases before Administrative Law Judges; prepare, present, and handle legal cases; direct the work of clerical and professional assistants; edit written documents written by oneself, as well as those produced by others, for accuracy and effectiveness; analyze situations accurately and adopt an effective course of action; reason logically; exercise good judgment; effectively plan and engage in discovery, including depositions and interrogatories, and to compel production or attendance of/at same; independently prepare and present difficult and complex cases before boards, commissions, trial courts, and appellate courts; independently present difficult and complex cases before administrative bodies.

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 people can have far-reaching effects, which may result in civil or criminal action against those involved. The employee is responsible for complying with the Information Practices Act (IPA) by protecting DMHC employees' confidential information, including but not limited to social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect DMHC employees' confidential information may damage DMHC's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

DUTY STATEMENT

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

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.

State of California
Health and Human Services Agency
Department of Managed Health Care

DUTY STATEMENT

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

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.

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