

Classification: Analyst II

Position Title: Lead Appeals Analyst

Position Number: 801-312-5393-720

Division/Branch: 312 – Service Center/CR&R/Appeals Unit

Location: Sacramento County

Job Description Summary

Under general direction of the Supervisor I, the Analyst II, Appeals Analyst, independently performs research and analytical assignments in the Appeals Unit of the Consumer Relations and Resolution (CR&R) Branch. Reviews and responds to appeals, escalations and problems reported by consumers doing business with Covered California. Researches and responds to eligibility and enrollment related appeals and inquiries using a variety of tools and policies available. Works to informally resolve appeals and participates in the hearing process including but not limited to preparing Statements of Position (SOP) attending hearings, and performing cross functional duties related to other units within the CR&R Branch. Ensures swift and accurate resolution to problems encountered by Covered California consumers. Serves as a team lead as needed on studies, projects or program areas. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information and personally identifying information.

Job Description

35% (E)

Works independently to perform routine and in-depth analysis of appeals referred to the Appeals Section for resolution. Researches and responds to consumer appeals issues including: eligibility and enrollment determinations, Open and Special Enrollment, renewals, terminations, and effective dates of coverage. Conducts research and analysis to afford consumers the opportunity for informal resolution of their appeal prior to hearing. Follows established procedures, applies regulations, Covered California policies and guidelines while working with internal/external partners, including carriers (Qualified Health Plans and Qualified Dental Plans), counties, authorized representatives, Administrative Law Judges (ALJ) and other State agencies. Writes SOP and represents Covered California at routine hearings with Administrative Law Judges at the State level for regular and expedited appeals. Manages a time sensitive portfolio of cases with increasing independence and judgment. Complies with Health Insurance Portability and Accountability Act (HIPAA), Personal Identifying Information (PII), and Protected Health Information requirements (PHI).

35% (E)

Provides consultative services, responds to and maintains regular contact with consumers and internal/external business partners during the informal resolution process and in preparation for hearings. Conducts analysis of electronic/written correspondence to appeals and researches various policies, and procedures to determine the best course of action. Makes recommendations and presents findings to management regarding escalated appeals. Documents all contact and research within the customer relationship management (CRM) system and required documentation in the California Healthcare Eligibility,

Enrollment and Retention System (CALHEERS). Completes all assigned work as outlined in unit procedures and applicable State and Federal Regulations. Processes informal resolutions as outlined in the Conditional/Unconditional Withdrawal.

25% (E)

Serves as a team lead as needed on studies, projects or program areas. Conducts extensive research on all assigned appeals. Participates during hearings to provide detailed support of Covered California's position. Performs cross functional duties by assisting other units or branches when directed. Records details of actions taken to resolve each assignment.

5% (M)

Attends meetings with internal and external stakeholders. Travels locally to attend off-site meetings and/or trainings.

Scope and Impact

- a. Consequences of Error:** Using a considerable amount of independence, the incumbent is responsible for reviewing, and decision making on inquiries submitted to the CR&R Branch; if improper decisions are made consumers may experience delays in health care coverage or access to care issues.
- b. Administrative Responsibility:** This position has no administrative responsibilities.
- c. Supervision Exercised:** This position does not exercise supervision, however, may act as a lead of a team or project.
- d. Internal Personal Contacts:** CR&R staff and managers, Covered California training team (CCU), staff and managers from other Covered California units, internal Information Technology (IT) staff, and CalHEERS Team.
- e. External Personal Contacts:** Consumers, Qualified Health and Dental Plan representatives, California Department of Social Services (CDSS), Department of Health Care Services (DHCS), California Department of Managed Health Care (DMHC), County Eligibility Workers and County Appeals staff, advocacy staff, IT staff, other external contacts

Physical and Environmental Demands

Work in a climate-controlled, open office environment, under artificial lighting; May telework; exposure to computer screens and other basic office equipment; open office environment; work in a high-pressure fast-paced environment, under time-critical deadlines; work long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak periods, may be required to work overtime; appropriate dress for the office environment. **ESSENTIAL PHYSICAL CHARACTERISTICS** The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; using headsets to talk with internal and external customers for extended periods (up to 60%); Frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders. Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Working Conditions and Requirements

- a. Schedule: Core business hours are 8:00 am - 5:00 pm Monday through Friday.
- b. Travel: Travels locally to attend off-site meetings and/or trainings up to 5% of the time.
- c. Other: