

**Department of Health Care Access and Information
Duty Statement**



Employee Name Vacant	Organization Office of Health Information Community Impact Branch Hospital Fair Billing Program
Position Number 441-511-8337-XXX	Telework Option Hybrid
Classification Associate Health Program Adviser	Working Title Associate Health Program Adviser
Supervision Exercised None	Location Sacramento
Conflict of Interest: Yes ☐ No ☒	Fingerprint/Live Scan: Yes ☐ No ☒
Revision Date July 2026	Effective Date

Mission and Vision

HCAI is a leader in collecting data and disseminating information about California's healthcare landscape, promoting an equitably distributed health workforce, and publishing valuable information. The Department does this through five program areas - Affordability, Workforce, Data, Facilities, Financing.

HCAI's mission is to expand access to quality, equitable, affordable health care for all Californians by supporting high value delivery systems, resilient health facilities and workforces, and actionable health information and strategies.

HCAI's vision is a healthier California where all receive equitable, affordable, and quality health care.

General Description

Under the direction of the Health Program Manager I (HPM I) of the Hospital Fair Billing Program (Program), and guidance from Health Program Specialist I (HPS I) staff, the Associate Health Program Adviser (AHPA) performs the more difficult and complex duties involved in the planning, implementation, monitoring, and evaluation of hospital compliance with Assembly Bill (AB) 1312. The AHPA performs financial analysis of patient billing complaints and assists with eligibility determination, penalty determination, appeals, and regulations development pertaining to hospital compliance with the laws regarding health care debt and fair billing. The AHPA will perform other special projects as required and must utilize professional discretion while working both collaboratively and independently. The Program 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

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requirements for hospital discount payment, charity care, and debt collection policies. In addition to reviewing these policies, the Program receives consumer complaints, conducts investigations and assesses penalties when warranted, pursues enforcement actions as necessary through the administrative hearing process, and administers an appeal process from administrative penalties.

Essential Job Functions

- 35%** Review hospital filings related to health care debt and fair billing requirements; prepare reports for review by Program attorneys concerning identified violations of applicable laws.
- 30%** With guidance from and in support of HPS Is and the HPM I, review, evaluate, and resolve consumer fair billing complaints; make determinations and recommendations regarding complaint investigations, violations, and penalties; prepare correspondence to external and internal stakeholders regarding the investigation and resolution of consumer complaints.
- 20%** Perform financial analysis of patient billing complaints and assist with eligibility determination; assist with penalty determination, appeals, and regulations development pertaining to hospital compliance with the laws regarding health care debt and fair billing.
- 10%** Compile case and penalty data utilizing the case management database to generate monthly reports; maintain ongoing records of the type of violations and amount of each penalty collected by the Program each month; compile case-related data and performance metrics utilizing the case management database; ensure accuracy of data and associated graphs, charts, and narratives.

Marginal Job Functions

- 5%** Follow up and respond to phone calls and emails from hospitals and other internal and external contacts as necessary; perform other related duties as required and within the scope of this classification.

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.

Working Conditions

Requires in-person and remote meetings; prolonged sitting, review analysis, and preparation of digital correspondence and documents; extensive use of computer devices including Microsoft Office 365 productivity applications; frequent contact and communication with management, staff, advocates, and the public; mobility to all HCAI work areas and the ability to travel to meetings outside HCAI; ability to fly to various parts of the State as needed ability to get along with a diverse group of people and help

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maintain morale within the department. Due to the nature of the work, requires the ability to handle a high degree of stress.

Employee Statement

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of this duty statement.

Employee Name	Employee Signature	Date Signed

Supervisor Statement

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

Supervisor Name	Supervisor Signature	Date Signed