
Classification: Supervising Management Auditor**Position Title: Chief, Program Oversight and Compliance****Position Number: 801-330-4163-001****Division/Branch: Program Integrity Division****Location: Sacramento County****Job Description Summary**

Under administrative direction of the Deputy Director/Chief Audit Executive, Program Integrity Division (PID), the Supervising Management Auditor, Chief, Program Oversight and Compliance provides policy and management oversight to team members performing diverse duties related to internal and external audits, compliance program implementation and monitoring, quality assurance improvement program, internal audit strategic planning, and Audit Committee reporting responsibilities. Leads delivery of internal audits and works in concert with the Deputy Director/Chief Audit Executive in reporting audit results and issues to the Audit Committee. Ensures work is performed in accordance with the International Professional Practices Framework (IPPF) and Generally Accepted Government Auditing Standards (GAGAS). 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)**

Internal Audit: Directs internal audits, in concert with the Chief Audit Executive, in fulfilling an independent audit function. Manages the Offices of Audit Services (OAS) that reports functionally to Covered California's Audit Committee and administratively to the Director, Program Integrity. Develops the audit risk assessment and the risk-based Annual Audit Plan for approval by the Audit Committee. Oversees the execution of the approved Annual Audit Plan. Reports to the Audit Committee on: a) the implementation of and changes to Annual Audit Plan based on audit risk assessments, b) audit results and planned corrective action plans (CAPs) submitted by programs, and c) completion status of CAPs. Develops and maintains a CAPs tracking system to evaluate and monitor programs' timely disposition of CAPs to remediate identified problems with specific audit findings for both internal and external audits. Reviews and updates the Audit Charter. Develops and maintains the OAS Audit Manual and ensures alignment with the implemented audit software and any version updates. Identifies opportunities for continuing growth and development of OAS and its team members, including development and implementation of data analytics and continuous monitoring of audit software metrics on audit projects' progress and deliverables. Ensures audit team members are independent, objective, and competent when conducting audits that comply with applicable Yellow Book and/or Red Book auditing standards. Ensures OAS maintains a Quality Assurance and

Improvement Program. Ensures the internal audit activity evaluates and contributes to the improvement of Covered California's governance, risk management, and control processes. Partners with programs to ensure evidence-based audits and identifies feasible recommendations to strengthen controls and improve program efficiency and effectiveness. Provides training to programs on audit processes, results, and CAPs when needed.

20% (E)

External Audit: Oversees and coordinates external audits by state and federal control agencies, ensures timely program responses to external auditors, including the federally-required annual external financial and programmatic audits, California State Auditor audits, California State Personnel Board audits, U.S. Government Accountability Office audits, U.S. Inspector General audits, and Centers for Medicare and Medicaid Services (CMS) audits. Performs duties as the Contract Manager for the federally required annual audits by facilitating Requests for Proposal (RFPs), reviewing submissions for RFPs, preparing contracts and contract amendments, and ensuring that deliverables are met. Participates in federally facilitated compliance and program integrity calls regarding marketplace audits, trends, risks, and fraudulent activities. Develops and maintains a system to monitor the disposition of external audit findings and coordinate with OAS' Internal Audit Services for further follow-up audits.

15% (E)

Compliance Program: Leads and coordinates Covered California's enterprise-wide compliance with federal mandates, with a specific focus on the CMS State Exchange Improper Payment Measurement (SEIPM) Program. Reviews, organizes, and evaluates SEIPM directives by coordinating directly with CMS and leading multiple divisions through the federal review process. Ensures Covered California's responses to requests for information are accurate and timely, and comply with federal requirements. Monitors reportable non-compliance findings, observations and corrective action plans. Provides updates to the Audit Committee and Executive Leadership.

Audit Committee Reporting Responsibilities: Leads, coordinates, and directs communications to the Audit Committee. Ensures the Audit Committee meetings comply with the Bagley Keen Open Meeting Act and materials are distributed timely.

15% (E)

Strategic Relationships: Ensures collaborative and strategic relationships with external partnerships, the California Department of Health Services (DHCS), California Department of Insurance, health insurance carriers, stakeholders, and other interested/relevant entities/internal program areas. Ensures the OAS meets the General Auditing Standards issued by the comptroller of the United States, and the International Professional Practices Framework issued by the Institute of Internal Auditors. Coordinates mandatory peer review and ensure compliance with the Auditing Standards. Ensures quality control within the standards on all audit activity. Maintains credibility by staying abreast of new federal and state legislation, such as Government Code 11549.3, which increases the Information Technology (IT) audit expectations within the State and "green book" internal audit requirements.

10% (M)

Management and Supervision: Provides policy and strategic direction to subordinate managers and staff. Communicates regularly with program managers and staff through staff meetings. Provides guidance and assistance consistent with Covered California's policies, and ensures uniform interpretation and implementation of laws, rules, regulations, policies and procedures. Monitors, evaluates, completes, and reviews employee performance on a timely basis. Identifies, addresses, and/or resolves employee performance issues. Develops and informs employees of job expectations for work evaluation. Evaluates work performed and identifies training needs and/or training opportunities for improved job performance. Assigns work and engagement priorities, monitors progress, adjusts priorities, redistributes workload and/or secures extensions as needed to meet established deadlines. Provides timely feedback and recognition to staff. Selects and hires unit personnel. Contributes to budget planning and develops project charters. Travels statewide to attend trainings, meetings, and seminars.

5% (M)

Represents Covered California at meetings, conferences, etc., on a variety of issues, serving as a subject matter expert for auditing, compliance, and integrated fraud management. Presents, explains, defines, and educates the Board, Audit Committee, management, and stakeholders on a wide variety of these issues. Serves as the acting Deputy Director, Office of Audit Services, when delegated, ensuring continuity of operations, timely decision making within delegated authority, and alignment with approved policies and strategic priorities.

Scope and Impact

a. Consequences of Error: Subject matter expertise is required to ensure compliance with audit standards, risk strategies, and combatting fraud, waste, and abuse activities. Positive consequences of actions promote organizational excellence and a positive consumer experience. Negative consequences of action may impact consumers, reduce positive public perception, increase federal scrutiny of accountability, promote poorly designed risk mitigation, and failure to proactively prevent instances of fraud, waste, and abuse.

b. Administrative Responsibility: Responsible for the development, implementation, and monitoring of multiple program integrity units, including internal audit activities, enterprise risk management, and fraud management. The Program Oversight and Compliance Branch's operating budget is \$3.5 million.

c. Supervision Exercised: This position directly and indirectly oversees the following classifications: Senior Management Auditor, Staff Management Auditor, Supervisor I, Health Program Specialist I, Associate Management Auditor, Staff Services Management Auditor, and Analyst II.

d. Internal Personal Contacts: Audit Committee Board Members, Executive Director, Chief Deputy Executive Directors, Program Directors and Managers, and program staff.

e. External Personal Contacts: External Government and State Auditors, CMS and their review contractor, DHCS, Department of Insurance, Department of Finance, and Qualified Health Plans and Dental Plans.

Physical and Environmental Demands

Work in a climate-controlled office under artificial lighting; exposure to computer screens and other basic office equipment; office space is open and thus noisy; 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 needed; 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 Monday - Friday, 8:00 am-5:00 pm.
- b. Travel:* Travels for offsite training, meetings, and seminars up to 10% of time.
- c. Other:*