



Position Information

Employee Name:

Position Title:

SVP, Claims Medical Regulatory Division

Program:

Claims Medical Regulatory Division

Work Unit:

Administration

Classification:

Career Executive Assignment, Range B

Report To:

EVP of Corporate Claims

Collective Bargaining Identifier (CBID):

M01

Fair Labor Standards Act (FLSA) Status:

Not Covered, Exempt. Work Week Group E

Special Requirements

Conflict of Interest Designation: Yes

This position is designated under the State Fund Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may have a material effect on personal financial interests. The selected candidate is required to complete the Statement of Economic Interest—Form 700 within 30 days of appointment and once per year thereafter.

Program Information:

The Claims Medical and Regulatory Division provides leadership and professional authority for State Fund's claims product while delivering outstanding programs, superior service, and innovative solutions. The division champions ethical standards and supports employers and injured employees with integrity. Its work helps ensure State Fund remains the carrier of choice.

Purpose/Scope:

The Senior Vice President of Claims Medical Regulatory Division (CMRD) will serve as the Subject Matter Expert in Claims Operations and Support, using industry expertise to enable Claims to drive change, and to tackle the most complex business challenges by measuring and understanding best practices, and by staying abreast of changing laws, rules, regulations, industry trends, and emerging issues in order to support State Fund's purpose to provide fairly priced workers' compensation insurance, help make California workplaces safe, and restore injured workers.

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct
- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

35% Essential

- 1. Leadership Advisory & Organizational Guidance - Provide expert consultation and detailed justifications to leadership to ensure efficient, effective CMRD policies, processes, and organizational decisions.**
 - a. Create reports and justifications to explain proposed actions.
 - b. Advise management on CMRD policies, processes, and practices.
 - c. Lead teams in adapting operations effectively and efficiently in statutory changes.
 - d. Advise executives and report on regulatory and medical cost trends.
 - e. Develop and present operational plans in addressing any compliance challenges.
 - f. Partner with legal teams on complex disputed claims.

35% Essential

- 2. Best Practices & Standards Development - Establish and continuously refine CMRD best practices, performance standards, and metrics that align with State Fund's mission, vision, and values.**
 - a. Develop and implement program goals that align with the organization's Enterprise Strategic Goals and support State Fund's values.
 - b. Champion organizational culture initiatives and monitor sentiment metrics to drive high levels of employee engagement, alignment, and retention across all areas within CMRD.
 - c. Understand and establish best practices for CMRD.
 - d. Determine acceptable performance levels and set objectives/metrics.
 - e. Develop and implement programs, policies, and procedures that align with the organization's Enterprise Strategic Goals and support State Fund's values.
 - f. Conduct quarterly talent reviews and design individualized executive development tracks to build a robust internal succession pipeline for critical leadership roles.
 - g. Analyze annual engagement survey data to implement targeted workplace improvement plans.

15% Essential

- 3. Research, Analysis & Continuous Improvement - Conduct ongoing research and analysis of workers' compensation trends and CMRD practices to identify opportunities for improvement and strengthen organizational effectiveness.**
 - a. Maintain in-depth understanding of workers' compensation, insurance, technology, and trends.
 - b. Study, analyze, and review CMRD standards and practices for improvements.
 - c. Formulate proactive corporate response strategies for major regulatory changes to minimize compliance penalties and operational disruptions.

- d. Audit internal CMRD Protocols regularly against evolving state-mandated medical treatment guidelines to ensure compliance.
- e. Benchmark organizational performance data against industry standards (e.g., NCCI, WCRI) to identify cost and outcome variances.

10% Essential

4. Strategic Modeling & Decision Support - Develop and utilize advanced models to inform strategic decisions, support resource allocation, and guide organizational change within CMRD.

- a. Develop advanced models that drive strategic change.
- b. Use models to guide and implement strategic change.
- c. Conduct predictive modeling initiatives with data analytics teams to forecast the long-term impact of new medical technologies and pharmaceuticals on claim liabilities.

5% Marginal

5. Training Development & Technical Accuracy - Ensure training content reflects accurate technical guidance, best practices, and aligns with organizational goals through development, review, and subject-matter expertise.

- a. Ensure training is validated for technical accuracy and completeness of training content.

100%

Required Knowledge Areas:

- Proficient knowledge of Workers' compensation systems and regulations with a comprehensive understanding of California workers' compensation laws, insurance frameworks, medical benefit delivery, and industry trends.
- Working knowledge of how organizations create, assess, and refine policies, performance standards, and operational procedures.
- Working understanding of analytical techniques, performance measures, and modeling tools used to evaluate program health and drive strategic change.
- Working knowledge and familiarity with State Fund goals, regulatory obligations, and statewide business processes relevant to claims operations.
- Working knowledge of adult learning methods, technical review practices, and how to evaluate training for accuracy and completeness.
- Proficient and specialized knowledge of Claims and CMRD and the Workers' Compensation Claims industry

Required Skills and Abilities:

- Ability to work effectively in a collaborative and cross-functional environment, interact with a variety of personalities, make immediate decisions, and have the ability to work on several tasks at any given time while remaining professional and level-headed in a fast-paced environment.
- Ability to use Claims knowledge to make effective decisions.
- Ability to identify the "right" or "best" way to perform tasks.
- Ability to develop, analyze, and communicate claims management reports for accurate and timely reflection of loss development, potential/actual financial exposure, claim strategies, and ALAE and ULAE containment.

- Ability to interact in a positive and professional manner and to develop and maintain strong working relationships with co-workers, management and other employees across multiple cross-functional areas.
- Ability lead and foster development of varying levels of CMRD managers.
- Ability and demonstrated expertise in delivering superior performance in a Claims Medical Regulatory Division specialty.

Work Environment:

Physical Requirements:

- Computer data entry, frequent positioning of self to move and transport light objects, and telephone work; mobility to various working areas.
- Incumbent works in the usual office environment.

Travel:

- Travel will be required.
- Travel to various work sites and locations for training and/or meetings.
- Travel may be overnight.
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Emergency call backs:

- Not applicable.

Work Hours:

- Work hours may vary.

Supervisor's Statement: I have discussed the duties of the position with the employee

Supervisor Name (Print):

Supervisor Signature:

Date:

Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee Name (Print):

Employee Signature:

Date: