

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Health Care Appeals Office		CLASSIFICATION TITLE Office Technician (Typing)				
		WORKING TITLE				
		COI Yes ☐ No ☐	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO				
INCUMBENT (If known)		EFFECTIVE DATE				
California Department of Corrections and Rehabilitation (CDCR)/California Correctional Health Care Services (CCHCS) values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission.						
PRIMARY DOMAIN:						
Under the general supervision of the Chief Executive Officer (CEO), the Office Technician (OT) (Typing), independently performs a wide variety of routine and complex administrative and clerical support duties that require general knowledge of Department programs and policies, and an understanding of the health care appeal process. The OT (Typing) must possess the ability to communicate effectively and exercise good judgment.						
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use addition sheet if necessary)					
ESSENTIAL FUNCTIONS						
35%	Collects, opens, and sorts the Health Care Appeals Office (HCAO) daily mail. Receives, logs, and tracks health care appeals throughout the appeal process. Completes health care appeal intake forms, maintains, and updates the health care appeal information in the Health Care Appeals and Risk Tracking System (HCARTS). Receives, routes, and delivers health care appeals to the appropriate stakeholders (CEO, Medical, Mental Health, Dental, Health Records, etc.). Develops, organizes, and maintains copies of the health care appeals documents required to locate and track completed appeals.					
30%	Enters health care appeal rejections, cancellations, and/or acceptance notices into the HCARTS. Prepares health care appeal assignment sheets. Reviews multiple database systems (i.e., Strategic Offenders Management System [SOMS], Disability and Effective Communication System, Patient Health Information Portal, Mental Health Tracking System, etc.) to alert health care staff reviewing appeals of the medical conditions and disabilities noted on the patient's health records. Schedules health care appeal interviews and delivers health care appeal responses to the appropriate health care staff using multiple database systems (SOMS, Medical Scheduling and Tracking System, etc.). Obtains signatures on completed appeal responses from multi-disciplinary Department leadership.					
20%	Copies, scans, and uploads health care appeal attachments and correspondence into shared databases and HCARTS upon closure and/or completion of appeal files. Assists in typing, editing,					

10% 5%	tracking, distributing, and filing general health care appeal correspondence and internal requests for information. Develops, organizes, and maintains the HCAO correspondence files and ensures records are available. Ensures that confidential records and materials are kept secure and that proper procedures are followed. Checks office machines and equipment to make sure they are in working order and schedules maintenance as necessary; assists others in operating office machines and equipment. Attends meetings and training as required. Performs other duties as required.
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Modern office methods, supplies, and equipment; business English and correspondence; and principles of effective training. <i>Ability to:</i> Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules, and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar, and spelling; communicate effectively; and provide functional guidance. SPECIAL REQUIREMENT <i>Ability to:</i> Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. DESIRABLE QUALIFICATIONS Education equivalent to completion of the twelfth grade. Demonstrate proficiency in Microsoft Office Suite; optional: Visio, Project, Access, and various clinical applications. SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT - CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this. SPECIAL PHYSICAL CHARACTERISTICS Persons appointed to this position must be reasonably expected to have and maintain sufficient strength, agility, and endurance to perform during stressful (physical, mental, and emotional) situations encountered on the job without compromising their health and well-being or that of their fellow employees or that of the incarcerated. SPECIAL PERSONAL CHARACTERISTICS - Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts. - Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement. - Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner. - Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
The statements contained in this duty statement reflect general 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 balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE