

DUTY STATEMENT

Classification: Nurse Evaluator IV	
Working Title: Nurse Evaluator IV	
Program: Program Operations	
Division: Clinical Assurance Division	
Section: Clinical Review Section	
Branch: Medical Consultations Branch	
Unit:	
Office Location:	
COI Position: ☒ Yes ☐ No	Telework Eligible: ☒ Yes ☐ No
CBID: S17	Position Number: 805-200-8149-xxx
Bilingual Position: ☐ Yes ☒ No	Specify Language: Not Applicable
This position requires the incumbent to perform their essential functions; maintain consistent and regular attendance in-person and/or virtually; to communicate effectively and professionally, both orally and in writing; to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; to complete assignments in a timely manner; and to adhere to departmental policies and procedures regarding attendance and conduct including those outlined in the Health Administrative Manual and the DHCS Telework Program. To promote collaboration and connection, essential functions are generally in-person consistent with the DHCS Telework Program and pursuant to an approved Telework Agreement.	
Job Summary: Under direction of the Medical Program Consultant, Branch Chief, the Nurse Evaluator IV (NE IV) is responsible for a wide variety of complex administrative, supervisory, and day-to-day management tasks for a multidisciplinary staff in the Clinical Assurance Division (CAD). The incumbent will be charged specifically with managing the utilization review process for services requested by Medi-Cal providers on a Treatment Authorization Request (TAR) form. TARs and supporting documentation are reviewed and adjudication based on broad medical criteria and professional judgment by a staff of Nurse Evaluators and Medical Consultants. The NE IV oversees the authorization of medically necessary services to Medi-Cal eligible fee-for-service beneficiaries using the least costly alternative to meet their medical needs. The incumbent will ensure that TAR decisions are consistent and that Medi-Cal policies and regulations are uniformly applied. This position requires a broad spectrum of clinical knowledge and experience as well as Medi-Cal program knowledge. Travel statewide, including overnight, of up to 5% of the time, by airplane, train, automobile, and other transportation methods to attend meetings and/or conduct provider/staff training may be required. Travel related duties may take up to a week at a time and several weeks per month and are dependent upon workload and operational need.	

Job Summary (cont):

This position may be located in the following locations:

840 Stillwater Road, West Sacramento, CA 95605

311 S. Spring Street, Los Angeles, CA 90013

11175 Azusa Court, Rancho Cucamonga, CA 91730

7575 Metropolitan Drive, San Diego, CA 92108

The duties contained in this job description 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. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

Description of Duties:	
% of Time	Essential Functions
35%	Plans, organizes, and directs the utilization review process for all core and regionalized TAR service types adjudicated at the field office, including all modes of review (onsite, mail-in, and fax). Monitors accuracy and timeliness of electronic and paper TAR reviews. Monitors TAR adjudication decisions of professional staff to assure quality and uniformity of decisions. Provides necessary expertise on program regulations and policy for all medical review functions. Troubleshoots TAR problems and facilitates clinical communication between field offices, TAR Administrative Remedy Section staff, provider health professionals, and beneficiaries to ensure appropriate medically necessary services are authorized.
30%	Implements standardized staff performance standards and expectations, provide orientation and on-the-job training to new staff, and provide ongoing technical support and guidance to staff. Evaluates and provides feedback to staff to aid in their professional development and to ensure performance objectives/standards are met by monitoring work assignments and behaviors, and providing good communication. Recognizes the efforts and accomplishments of staff to promote morale and achieve operational efficiency. Initiates and/or participates in the progressive discipline process to correct/improve employee performance and behavior utilizing various resources and techniques. Completes probationary and annual performance reports. Performs various management responsibilities such as personnel recruitment, hiring and training; conducts staff meetings; identifies goals, objectives, and priorities.
15%	Establishes and maintains liaison and cooperative relationships with the medical profession, allied health groups, provider organizations, and other public/private agencies engaged in health and medical services. Represents CAD before the provider community and provides information, technical assistance, and/or training of the correct submission of TARs for authorization of medically necessary services. Responds to requests from upper management for information pertaining to field office operations and problematic cases.
10%	Evaluates, develops, and provides direct ongoing education and training to ensure all field office medical staff are able to adjudicate TARs appropriately based on medical necessity and laws and regulations of the program. Ensures that daily staff assignments are based on the clinical specialties of staff. Coordinates the development and periodic review of record keeping system and procedures. Maintains integrity of the record retention process for completed TAR records. Prepares staff reports and requested statistical reports for Headquarters on all aspects of the TAR review process. Identifies trends and issues of concern and elevates to Branch Chief.
5%	Responds to beneficiary fair hearing requests and ensures the preparation of accurate position statements for the Administrative Law Judge. Provides reports to management of issues involved with fair hearing cases.

Description of Duties:	
% of Time	Essential Functions

Description of Duties	
% Of Time	Essential Functions
% Of Time	Marginal Functions
5%	Other duties as required

Supervision Received: Under Direction by the (enter supervisor classification):Medical Program Consultant.**Supervision Exercised: (check all that apply)**☐ Non-Supervisory Classification / None☐ Clerical Staff☐ Analytical Staff☐ Technical Staff☒ Professional Staff☐ Supervisory Staff☐ Managerial Staff**Special Requirements:**☐ Medical Evaluation /Clearance☐ Typing Certificate☐ Valid Driver's License☐ Background Check / Finger Printing Clearance☒ Valid Professional License (please specify): California Board of Registered Nursing**Desirable Qualifications:**

- Management and leadership experience overseeing, training, planning and directing the workload of nurses.
- Ability to provide clear, concise, and effective written documentation and oral presentation.
- Ability to develop and maintain cooperative working relationships, and deal tactfully, professionally, and confidentially with all internal and external customers and contacts.
- Ability to adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles.
- Ability to take initiative, and work both independently and in a team environment.
- Demonstrated ability to lead and motivate staff and provide high-quality customer service in a positive work environment
- Strong organizational and interpersonal skills

Working Conditions (Check all that apply):

Prolonged Periods of:

☒ Standing ☒ Sitting ☐ Kneeling ☐ Bending

Travel May be Required:

☒ Occasional ☒ Over Night

Requires Lifting of Heavy Objects up to: _____

Acknowledgements:**Human Resources Acknowledgement:** The Human Resources Division has reviewed and approved this duty statement.Analyst Name:
Claire EddeAnalyst Signature:
Claire EddeDigitally signed by Claire Edde
Date: 2026.08.31 13:10:41 -07'00'Date:
08/31/2026**Employee Acknowledgement:** I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:

Employee Signature:

Date:

Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:

Supervisor Signature:

Date:

The following are DHCS offices that may be used as a reporting location. Office location assignments are subject to availability and operational business needs.

Northern California (CA)	
Sacramento, CA	DHCS East End Complex, Sacramento, CA 95814
San Francisco, CA	455 Golden Gate Avenue, San Francisco, CA, 94102
Richmond, CA	850 Marina Bay Parkway, Richmond, CA, 94804

Central CA	
Fresno, CA	7112 N. Fresno Street, Fresno, CA, 93720

Southern CA	
Los Angeles, CA	311 S. Spring Street, Los Angeles, CA
Santa Ana, CA	2 MacArthur Place, Santa Ana, CA, 92707
Rancho Cucamonga, CA	11175 Azusa Court, Rancho Cucamonga, CA, 91730
Burbank, CA	1405 N. San Fernando Blvd, Burbank, CA, 91504
San Diego, CA	7575 Metropolitan Drive, San Diego, CA, 92108

For DHCS Audits and Investigations (A&I) program positions, other DHCS office locations may be available. Please contact the A&I Hiring Unit contact listed on the job control/job advertisement for more information.