



Position Information

Employee Name:

Position Title:

Medical Management Consultant

Program:

HR Connect

Work Unit:

Medical Management Unit

Classification:

Analyst II

Report To:

Supervisor II

Collective Bargaining Identifier (CBID):

R01

Fair Labor Standards Act (FLSA) Status:

Covered, Work Week Group 2

Special Requirements

Conflict of Interest Designation: Not applicable.

Bilingual Position: Not applicable.

Rotational Assignment: Not applicable.

Program Information:

The Medical Management Unit (MMU) provides guidance and assistance to supervisors, managers, employees, exam candidates, and job applicants who are in need of reasonable accommodation due to a disability and/or medical condition. State Fund conducts an individualized assessment of the essential job functions of the position and the specific physical or mental limitations of the individual that are directly related to the need for reasonable accommodation.

Purpose/Scope:

Under the direction of the Supervisor II (Senior HR Manager), the Analyst II (Medical Management Consultant) will perform the duties of a Medical Management Consultant and independently provide analytical staff work in the administration and application of the laws, rules, and regulations to handle a case load of State Fund employees who are on medical leave and/or are working with medical issues. Specifically: 1) Consult with employees, supervisors, and managers regarding medical issues, reasonable accommodation, return to work, and fitness for duty medical evaluations; 2) coordinate with various stakeholders regarding assigned cases; 3) review and interpret medical reports to determine the most appropriate course of action; 4) maintain accurate and complete case documentation; 5) serve as a resource to employees, supervisors, and managers regarding non-medical leave of absence cases.

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

45% Essential

- 1. Provides overall case management by maintaining client communication, overseeing leave and return-to-work processes, reviewing medical information, coordinating with stakeholders, documenting case details, and ensuring timely escalation of sensitive issues.**
 - a. Responsible for maintaining frequent contact to assigned clients and provide customer service to managers and employees.
 - b. Provides managers, supervisors, and employees written notices of their rights and responsibilities, monitors employees leave of absences and coordinates their return-to-work with the need for a reasonable accommodation (RA).
 - c. Documents daily evidentiary of case-file information and applies information to established criterion, develops recommendations for return-to-work situations. This includes consulting with Corporate Legal and senior leadership.
 - d. Review confidential medical reports/information to determine the correct application of laws, rules, and regulations in the case management of the above-named programs.
 - e. Assesses a collection of information, formulates a case management plan, and amends the course of action as required when new information is obtained, or facts change.
 - f. Independently research the best course of action to resolve Medical Management cases that may be new or complex.
 - g. Coordinates and consults with managers, supervisors, employees, and other Corporate Legal Counsel, as required.
 - h. Monitors the assigned caseload to intervene and manage the case successfully for an optimal outcome.
 - i. Escalate sensitive issues or problems to the Medical Management Unit Manager immediately upon identification of those issues or problems.

25% Essential

- 2. Main task (Summary)Manages the reasonable accommodation process by evaluating requests, guiding employees and management on ADA and related requirements, coordinating assistive resources, tracking implementation, addressing complex issues, and providing training to ensure compliance.**
 - a. Review, analyze, and respond to requests for reasonable accommodation by engaging in the interactive process with employees, management and make recommendations on the implementation of those requests.
 - b. Research and provide guidance and recommendation on the other issues related to the American with Disabilities Act (ADA), the California Civil Rights Department (CRD) and Job Accommodation Network (JAN).

- c. Track and monitor implementation of the RA requests.
- d. Works closely with employees and management to obtain the appropriate assistive technology, specialized equipment or software equipment to assist employees in accomplishing the fundamental duties of their position.
- e. Advise supervisor of any complex or sensitive issues which may warrant the manager's involvement; advise employers on their legal obligations under the ADA, CRD, and other relevant laws. This may involve recommending policies and procedures to ensure compliance with the law and providing guidance on how to handle requests for reasonable accommodations.
- f. Attend a variety of staff and program meetings and training classes.
- g. Conduct training for managers and supervisors on the provisions and application of the ADA and CRD.

15% Essential

- 3. Provides training and guidance to supervisors, managers, and employees on medical and leave-management issues, develops related instructional materials, supports onboarding of new staff, and counsels leadership on applicable medical management policies and regulations.**
 - a. Provide training to managers and supervisors on medical issues.
 - b. Develop and/or provide training to supervisors, managers and individual contributors regarding medical issues and medical leave management issues for State Fund employees.
 - c. Provide training and/or direction to new co-workers on request or as assigned.
 - d. As needed, counsel supervisors and managers on medical management concepts, policies, procedures, regulations, statutes, and case law.

15% Essential

- 4. Provides support to Medical Management Consultants by assisting with reasonable accommodation activities, coordinating return-to-work efforts, and participating in related meetings and trainings.**
 - a. Serve as back up to other Medical Management Consultants in developing, promoting and maintaining the integrity of the Reasonable Accommodation program.
 - b. Coordinate with Risk Management to ensure return to work efforts are handled correctly.
 - c. Attends forums, meetings, and training related to the above-named programs.
 - d. As assigned, participate in special projects; act as a Human Resources and/or Medical Management Unit expert; participate in corporate projects; and participate in departmental projects.

100%

Required Knowledge Areas:

- Proficient knowledge of State Fund standard software applications.
- Proficient knowledge of the State Fund organization, Regional Office and Corporate functions, and business policies and practices.
- Working knowledge of workers' compensation insurance rules and regulations.
- Proficient knowledge of various State Fund functions as they impact reasonable accommodation and return to work.
- Proficient knowledge of various State Fund functions as they impact managing medical cases for State Fund employees' Working knowledge of team building and team leading techniques.
- Proficient knowledge of time management techniques, to prioritize efficiently and complete all work timely.

Required Skills and Abilities:

- Ability to research, analyze, and evaluate information to make and support decisions.
- Ability to analyze issues, interpret and apply laws/regulations and policies and procedures to proactively make and support decisions.
- Ability to influence others and negotiate agreements and consensus among project partners, work peers, and other stakeholders.
- Ability to handle high pressure situations while being firm but tactful.
- Ability to manage multiple projects and tasks.
- Ability to formulate policies, procedures, and workflow processes.
- Ability to develop, provide, and monitor training.
- Ability to communicate professionally and effectively, verbally and in writing, (including the ability to negotiate credibly and persuasively) with a variety of “stakeholders”.
- Ability to coordinate, facilitate, and make presentations.
- Ability to effectively work with and relate with other people.
- Ability to resolve sensitive issues and problems.
- Ability to write professional and accurate reports and other communications suitable for distribution to internal and external customers.
- Ability to work independently and as a team with co-workers and management to address and resolve issues.

Work Environment:

Physical Requirements:

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

Travel:

- Travel may be required.
- Travel to various work sites and locations for training and/or meetings.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car.
- Travel may occasionally be from overnight to five days in duration.

Emergency call backs:

- Not applicable.

Work Hours:

- Normal business hours - required core hours are 9am to 4pm.

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: