

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

	RPA #	C&P Analyst Approval	Date
Employee Name	Division Administrative Services Division		
Position No / Agency-Unit-Class-Serial 461-245-4801-005	Unit Patient Cost Recovery Section		
Class Title Supervisor II	Location DSH-Sacramento		
Subject to Conflict of Interest ☒ Yes ☐ No	CBID S01	Work Week Group: E	Pay Differential Other
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under the general direction of the Manager II in the Patient Cost Recovery Section (PCRS), the Supervisor II directly supervises two Supervisor Is over the Compliance Oversight Office (COO) and Claims Quality Control Unit (CQCU).			
% 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; percentage must total 100%. (Use additional sheet if necessary).		
35%	Direct staff dedicated to the Health Care Provider Network (HCPN), specifically process oversight after claim adjudication including, but not limited to refunds, post payment reviews, invoice reconciliation, and policy development. Provides development, oversight, and review of program goals, processes, policies, and procedures. Analyze and monitor complex statistical HCPN data as it relates to utilization management, outside medical contract adherence, and prior authorization usage. Identify trends and outliers that impact the healthcare system and make recommendations to the Section Chief to mitigate risks. Prepare summaries and analytical reports to the more complex information requests from internal and external sources.		
30%	Supervise staff who work closely with the hospitals in utilizing the third-party administrator (TPA). Monitor and verify timely adjudication of claims, oversee reimbursements ensuring payment accuracy, resolve issues between the hospitals and the HCPN providers, conduct post payment audits of provider invoices, and communicate service and billing issues with impacted stakeholders. Oversee staff responsible for County Bed Billing including but not limited to monitoring county reimbursements, overseeing rate adjustments, and producing reports for Leadership and control Agencies. Liaison between DSH and HCPN stakeholders. Review and monitor key performance indicators, making recommendations to leadership for process improvements.		
20%	Supervise assigned managers and staff, provide training and development opportunities, and assess performance. Assign and review work products for accuracy and completeness, ensuring timelines are met. Utilize progressive discipline process in accordance with State/CalHR and DSH policies. Manage employee work schedules, process leave requests and ensure staff coverage during core business hours. Attend and participate in management meetings		

	and perform other duties and functions as may be required to support the overall mission of the department.
10%	Coordinates responses to oversight agencies, Director's office, Legislature, etc. Review and monitor HCPN performance indicators and make recommendations to the leadership for process improvements. Responsible for the completion, and/or development of complex technical documents such as Budget Change Proposals, cost-benefit analysis, etc.
5%	Present information to management and stakeholders in a clear, reconciled, and relatable format; explain any issues, concerns, and current status. Work effectively in a team environment; maintain ongoing communication with state hospitals and other administrative units in the department. Other duties as assigned.
Other Information	Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to always maintain confidentiality. Incumbent must adhere to the Health Insurance Portability and Accountability Act (HIPAA) compliance guidelines. DSH provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. This position reports to the Allenby Building in Sacramento. A hybrid Telework schedule, consistent with the State of California's in-office requirement, may be considered with prior approval from management. The incumbent may also be required to travel throughout California as needed, with prior notice. Incumbent will be held accountable for maintaining the program expenditures within budgeted allocations and to use funds for proper needs while tracking and reporting expenditures to ensure fiscal transparency and accountability. I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights). _____ Employee's Signature Date I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above. _____ Supervisor's Signature Date