

Duty Statement

Department of Managed Health Care

OFFICE: ENFORCEMENT	EFFECTIVE DATE:
CLASSIFICATION: LEGAL ANALYST	DATE APPROVED: 4/16/2026
POSITION: 409-411-5237-007	TELEWORK DESIGNATION: <i>Remote-Centered</i>
WORKING TITLE: PARALEGAL	

DEPARTMENT OBJECTIVE:

The mission of the Department of Managed Health Care (DMHC) is to ensure health plan members have access to equitable, high-quality, timely, and affordable health care within a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for members. The Department protects the health care rights of Californians by regulating health care service plans, assisting members through a member Help Center, educating members on their rights and responsibilities and preserving the financial stability of the managed health care system

PROGRAM OBJECTIVE:

The DMHC has a unique and important role in the protection of the health and wellbeing of Californians. The Knox-Keene Health Care Service Plan Act (the Act) requires the DMHC to ensure that enrollees are provided with timely access to quality health care services and is one of the only stand-alone watchdog healthcare agencies in the nation, mandated by the Legislature to protect and promote the interests of enrollees in healthcare service plans. The DMHC's Office of Enforcement (OE) investigates allegations of wrongdoing and prosecutes those found to be in violation of the Act.

GENERAL DESCRIPTION:

Under the general supervision of an attorney who shall accept full responsibility for the tasks performed, and supervised by a Supervisor I, the incumbent is assigned to the Division of Legal Administration's Legal Services Branch and provides legal support to the OE staff in connection with the enforcement of the Act. A Legal Analyst (LAN) in the OE performs a wide variety of difficult and complex paralegal duties which are analytical in nature and provides consultative services to management and others.

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

<u>PERCENTAGE</u>	<u>JOB DESCRIPTION</u>
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Essential (E)/Marginal (M)

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| 35% (E) | Manage assigned grievance system violation (GSV) caseload with supervision. Review GSV referrals of alleged violations of the Act, identify legal issues, and evaluate case documents to determine evidentiary support for referred violations. Discuss findings and recommendations with the Supervisor I and Supervisor II. Draft penalty justification memorandum, pre-accusation letter, letter of agreement, and closing memorandum as the case dictates for Supervisor I and Supervisor II review, and Assistant Chief Counsel final approval. Transmit documents to health plan and ensure communications between a health plan and the DMHC are timely, concerns addressed, and all interim steps of the prosecution managed to completion and case closure. |
| 35% (E) | Manage voluminous discovery documents in assigned cases. Under the supervision of an attorney, review and analyze discovery initiated by a health plan; forward discovery to other DMHC offices and coordinate office responses; draft DMHC response to a health plan's discovery for review and approval by attorney. Review, gather, Bates-stamp and summarize a health plan's responsive documents to the DMHC's propounded discovery and discuss with attorney to verify a health plan's responsiveness; create issue log to document evidence supporting potential violations, and review with attorney. Index and summarize deposition transcripts. Draft timelines of cases, factual summaries, and perform second-level reviews of pre-accusation letters and letters of agreement before document is transmitted to a health plan. Draft memoranda detailing the facts and law applicable to cases for review and consideration by the DMHC Director and the California Health and Human Services Agency. |
| 15% (E) | Assist attorney in litigation on intermediate cases. Review documents utilizing the OE's eDiscovery software platform. Conduct legal research on applicable case law, including statutory and regulatory law in both federal and state jurisdictions; identify potential violations and defenses and identify strengths and weaknesses of case; discuss case strategy with attorney. Undertake initial legal research and analysis of issues for memoranda including the penalty justification memorandum. |
| 10% (E) | Attend any trial or hearing and provide logistical support to the primary attorney and litigation team. Assist with trial or hearing preparation, including marshalling evidence, preparing exhibits, communicating with trial witnesses, preparing and serving subpoenas for witnesses, arranging for court reporters and transcript deliveries; attend witness preparation meetings and litigation team meetings; review and confirm docketed trial dates. Provide direction to legal secretaries and legal assistants as needed to prepare trial materials and logistics of transporting volumes of documents, binders and trial exhibits to hearing location. Locate and arrange evidence for post-hearing briefing. Assist attorney as needed in post-hearing appeal proceedings. Docket post-hearing dates for appeal. |

5% (M) Performs research and analysis on special projects as assigned and other related duties.

SUPERVISION EXERCISED OVER OTHERS:

Does not supervise others.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must:

Have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written documentation and oral presentation.

Knowledge of: Basic legal concepts, terminology, principles, and procedures; use of legal reference materials; and role of a paralegal staff in a legal office.

Ability to: Reason logically and accurately analyze situations; read effectively; prepare reports and summary sheets which set forth the statement of facts, applications of relevant law, and conclusions; read and understand statutes; prepare drafts of pleading; draft litigation discovery documents, such as interrogatories and motions; and work cooperatively with attorneys and members of the support staff.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

ADDITIONAL REQUIREMENTS:

This position is required under the DMHC's Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

SIGNATURES:

The statements contained in this duty statement reflect 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 to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

Supervisor: I have discussed the duties with and provided a copy of this duty statement to the employee named above.

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date