

**DEPARTMENT OF JUSTICE
DIVISION OF MEDI-CAL FRAUD AND ELDER ABUSE
CASE MANAGEMENT AND OUTREACH BRANCH
COMPLAINT INTAKE UNIT
DUTY STATEMENT**

NAME:

CLASSIFICATION: Analyst I

WORKING TITLE: Analyst I

STATEMENT OF DUTIES: Under the direction of the Supervisor I, the Analyst I reviews reports of Medi-Cal fraud and elder abuse related complaints, referrals and prepares them for intake. The Analyst I is responsible for evaluating and entering Medi-Cal fraud, elder abuse, and related complaints in the DMFEA's case management system. Complaints without merit are to be closed by the CIU as directed by the Complaint Assessment Team (CAT,) Facilities Enforcement Team (FET,) and Investigations and Criminal, Civil Prosecutions sections. The Analyst I supports the daily functions of the Complaint Intake Unit (CIU), which is the Division of Medi-Cal Fraud and Elder Abuse's (DMFEA) centralized complaint intake unit.

SUPERVISION RECEIVED: Under the direction of the Supervisor I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: The Analyst I may be required to sit at a computer up to eight hours a day while performing duties. Infrequent travel to varying DMFEA regional offices may be required. May have to occasionally move up to 25 pounds.

TYPICAL WORKING CONDITIONS: Open-space office in a smoke-free environment.

ESSENTIAL FUNCTIONS:

- 45% Analyzes and prepares referrals and incident reports from the public, facilities and other State and Federal agencies regarding allegations of the abuse and neglect of elder and dependent adults in skilled nursing facilities and other Medi-Cal dependent facilities statewide. Enters complaints in the DMFEA's case management system and submits the complaints to the CAT to determine viability. Opens and closes complaints as directed by the CAT, FET, and Investigations and Criminal, Civil Prosecutions sections. Prepares complaint status letters and assigns docketed cases to the appropriate field office. Reviews and categorizes all complaints, citations, and other forms of reported abuse and neglect for the entire state and refers complaints to CAT to determine jurisdiction and viability which may result in possible investigation and criminal prosecution efforts. Inputs supplemental referral, incident report or complaint information into the DMFEA's case management system.
- 25% Monitors and reviews four vanity e-mail inboxes for referrals and complaints from the public, facilities and other State and Federal agencies to determine if the referral or complaint fall within the DMFEA's scope of authority. Downloads, reviews, and analyzes complaints and files submitted through the DMFEA's online complaint form including documents, videos, pictures, and medical files and determines type of fraud or neglect allegations. Prepares, tracks and sends clear, concise complaint intake packets documenting victim(s), suspect(s), and allegations to CAT in a compiled pdf document. Prepares written correspondence requesting additional information and refers complaints that do not fall under the DMFEA's scope of authority to other State and Federal agencies. Represents the DMFEA and collaborates with other law enforcement agencies, government healthcare programs, and quasi-governmental agencies via phone and email to interview and ask qualifying questions, provide status reports and follow up throughout the process to ensure a continuing flow of referrals and collaborative partnership.

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- 15% Answers the DMFEA's toll-free complaint line for reports of elder abuse and Medi-Cal Fraud. Reviews and analyzes key Medi-Cal Fraud and Elder Abuse data reported, such as suspects, victims, contact information, providers and allegations received from other agencies, the public, and the toll-free line and prepares clear and concise Case Intake Reports for complaints that fall within the DMFEA's scope of authority. Interviews callers and reporting parties to determine the appropriate regulatory agency for referral. Monitors for telephone and email inquiries from State and Federal agencies, law enforcement, and prosecutorial agencies regarding the DMFEA's defendants prosecuted for Medi-Cal fraud and elder abuse violations in order to determine area of applicable law, and escalate requests and court orders to the appropriate attorney.
- 10% Researches, analyzes, and gathers healthcare information and data on individuals and facilities to properly identify an individual or organization of a corporation, medical group, hospitals, nursing facilities, or other case-related parties in order to complete a complaint intake. Communicates with DMFEA staff and other State and Federal agencies to obtain information on the research and analysis to be done and then provides those results to the staff member or agency, which can be in the form of a written report, chart, and/or graph.
- 5% Assists investigative and other DMFEA staff as needed and completes special projects as assigned.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee Signature

Date

Supervisor Signature

Date

Employee Name

Supervisor Name