

DUTY STATEMENT

Employee Name:	
Classification: Associate Governmental Program Analyst	Position Number: 580-820-5393-745
Working Title:	Work Location: 1616 Capitol Avenue, Sacramento, CA 95814
Collective Bargaining Unit: 1	Tenure/Time Base: Perm/Full-time
Center/Office/Division: Center for Health Care Quality (CHCQ)/ Licensing and Certification	Branch/Section/Unit: Resource & Operations Management Branch/ Fiscal Operations Section/ Fiscal Services and Revenue Collection Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) 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.

Job Summary

Under the direction of the Chief, Fiscal Services and Revenue Collection Unit, the Associate Governmental Program Analyst (AGPA) performs a variety of tasks related to the development and implementation of public and program policy and procedures, interpretation of statute, regulations and legislation related to the Center. The AGPA is expected to develop expertise in a number of program areas, analyze and research issues, and prepare responses to controlled and other program correspondence on a variety of subjects. The incumbent must deal frequently with health care providers, other State and Federal entities, city and/or county agencies, other division/sections within the Department and the Office of Legal Services.

Special Requirements

- None
- Supervision Exercised
- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

Percent of Time Essential Functions

- 40% Independently research, analyze, and prepare support documentation for failure-to-pay invoiced licensing fees. Analyze available documentation by researching licensee’s payment history using data from customer documentation, facility files, Electronic Licensing Management System (ELMS). Analyze research findings and prepare written support documents for approval by supervisor. After approval process, prepare, mail, and track all notification letters sent to licensees via certified mail for collection of outstanding fees. If necessary, prepare further documentation using the Medi-Cal Electronic Data System Network (EDSNET) and forward documentation to the Department of Health Care Services (DHCS) Accounting Section Liens & Levy’s for Medi-Cal offset collection. Analyze incoming payments from licensees for proper amounts, track all warrants issued by DHCS accounting, and prepare them for normal deposit procedures. If required, prepare necessary documentation to halt Medi-Cal offset collection when past due amounts have been satisfied.
- 20% Independently research issues on a variety of topics related to health facility licensing program fees and prepare responses to correspondence. Develop all facility letters or letters to others advising them of program changes or implementation of new statutory provisions, etc. Prepare reports and analysis of sensitive and complex public policy issues on a variety of health facility related issues. Incumbent may be required to work with other departments on joint licensing or other regulatory projects.
- 20% Monitor unit’s general email account (Rcollection-GFAU Email). Research and analyze both common and complex customer service issues to resolve licensing issues. Respond to customer’s with results of background research, analysis, and suggested resolution. If necessary, make telephone contact with customers, and use advanced listening and customer service skills in order to obtain a resolution. Analyst may take other steps as necessary such as: contacting district offices, Supervisor, or Branch Chiefs with various licensing expertise to resolve customer’s issues.
- 15% Perform independent and ongoing auditing functions to ensure consistency in collection activities, application of procedures and compliance with the Center's revenue collection standards. This would include coordinating with CHCQ District Offices, CHCQ Headquarters staff, Accounting, Audits and Investigation, Office of Legal Services, and the State Treasurer’s Office.

Marginal Functions (including percentage of time)

- 5% Other job-related duties as assigned. May act in a lead capacity on assignments and special projects. Participate in various meetings with management and other program and departmental staff. Consults with CHCQ management on a variety of issues and performs special projects.

<p>I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.</p>	<p>I have read and understand the duties and requirements listed above, and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)</p>		
<p>Supervisor’s Name</p>	<p>Date</p>	<p>Employee’s Name</p>	<p>Date</p>

Supervisor's Signature	Date	Employee's Signature	Date
HRB Use Only:	Date		
Approved By: Corey Hudson	12/13/2017		