State of California
Health and Human Services Agency
Department of Managed Health Care
DUTY STATEMENT
DMHC 62-137 New: 12/04 Rev: 09/2026

Duty Statement
Department of Managed Health Care

OFFICE: **Help Center - Standard Complaint Branch**	**EFFECTIVE DATE:**
CLASSIFICATION: **Analyst II**	**DATE APPROVED:** October 28, 2026
POSITION: **409-161-5393-141**	**TELEWORK DESIGNATION:** Remote-Centered
WORKING TITLE: **Complaint Analyst**	

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 Help Center educates members about their health care rights and resolves complaints against health plans to ensure a stable and accessible health care delivery system.

GENERAL DESCRIPTION:

Under the direction of the Supervisor I, the Analyst II is assigned the more complex program-related responsibilities that requires effective interpretation and implementation of the Knox-Keene Health Care Service Plan Act of 1975 (KKA), Title 28 of the California Code of Regulations (CCR), consumer/enrollee contracts, i.e., Evidence of Coverage, and program policies and procedures. The Standard Complaint Branch (SCB) incumbent is responsible for evaluating, monitoring, and resolving standard complaints and health program activities, including complaints that have been forwarded by the Governor, Legislature, California Health and Human Services Agency, DMHC Director, or any of the DMHC's Executive offices. The incumbent will perform technical, consultative, and programmatic work within the SCB.

TYPICAL DUTIES:

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

PERCENTAGE **Essential (E)/Marginal (M)**	**JOB DESCRIPTION**
50% (E)	Review, analyze and resolve complex and sensitive consumer complaints, including complex medical issues and claims/billing concerns.

Research medical terminology and conditions, California statutes and regulations, health plan contracts, policies and procedures, and determine the correct application for each complaint. Independently prepare case summaries and correspondence that are grammatically correct, meet standard business writing style and DMHC correspondence procedures, for health plans, enrollees, and representatives. Ensure assignments meet specific statutory/regulatory timeframes, including notifying enrollees of the acceptance of a complaint and upon complaint resolution. Act as a point of contact between the DMHC, health plans, enrollees, enrollee representatives and providers to obtain information pertaining to enrollee's complaint. Review medical records and correspondence submitted by the enrollee, health plan and provider to ensure all required information is responsive to the complaint. Act as liaison between the SCB, Independent Medical Review Branch, the Clinical Review Unit, the Legal Affairs Branch, other internal partners, and external stakeholders for the screening and reviewing of complaints. Apply facts of the KKA and relevant regulations, making the complaint determination and composing closing letters advising of complaint resolution. Make complaint determinations based on the unique complaint details and health plan's response, Evidence of Coverage, policies and procedures. Organize and prioritize work assignments within mandated timeframes and ensure work is accurately completed.

25% (E) Follow-up and request any outstanding medical records and correspondence as needed for case processing. Collaborate efficiently with internal and external stakeholders in the review and resolution of complaints to prevent case processing delays or insufficient medical documentation. Consult with Clinical Review Unit staff and the Legal Affairs Branch to determine case processing. Prepare and present recommendations to management concerning proposed responses to enrollee cases.

20% (E) Ensure the DMHC database reflects the unique details of the complaint, health plan response, actions taken and resolution, including entering accurate data on each data tab. Review complaint audit finding reports and adhere to best practices of audit staff and management. Conduct a review of enrollee complaints for potential health plan grievance system violations pursuant to the KKA and Title 28 of the CCR and document any violations for referral to the DMHC's Office of Enforcement.

5% (M) Provide subject matter expertise in the review and evaluation of standard complaints and processes by performing program related workflow reviews and evaluations, conduct special project reviews of studies, policies/procedures, provide trend analysis to survey teams, and legislation for the purpose of making recommendations to management for improvement including training material.

SUPERVISION EXERCISED OVER OTHERS:

This position does not supervise others but may act in a lead role.

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 knowledge of principles, practices, and trends of public and business administration, management, supportive staff services, governmental functions and organization and methods and techniques of effective communication and leadership.

Have the ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work and coordinate the work of others, act as a team leader, and appear before legislative or other committees.

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 people 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