DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT	POSITION NUMBER (Agency – Unit – Class – Serial)
California Correctional Health Care Services	042-410-4801-002
UNIT NAME AND CITY LOCATED Business Services Healthcare Invoicing Section – Elk Grove Payment Support Oversight	CLASSIFICATION TITLE Supervisor II (Supervisory) WORKING TITLE

COI	WORK WEEK GROUP	CBID	TENURE	TIME BASE
Yes ☐ No ☒	E	S01	P	FT

SCHEDULE (Telework may be available): 8:00 AM to 5:00 PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO 8280 Longleaf Drive, Elk Grove – Headquarters
INCUMBENT (If known)	EFFECTIVE DATE

California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.

CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.

Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.

PRIMARY DOMAIN:

Under the general direction of the Manager II, the Supervisor II functions as the Unit Manager over the Post Payment Resolution Team (PPRT) and the Provider Payment Support Team (PPST) in the Health Care Contracts and Claims Management Branch (HCCCMB), Healthcare Invoicing Section (HIS). The Supervisor II supervises, organizes and directs the workload of subordinate Supervisor Is and staff. This position requires periodic work outside of normal business hours, and travel. Specific amounts of overtime, travel and institution visits may vary.

% 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. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS
30%	Plans, manages, directs, assigns projects, and establishes priorities based on CCHCS and Receiver directives in the area of healthcare payment management. Promotes a productive, team-oriented working environment; supports staff development; and addresses performance issues. Identifies and addresses resource needs, including the need for additional staff, equipment, information technology, and contract services. Communicates effectively with Executive Management regarding any issues or recommendations. Assists with the recruitment and hiring new staff. Oversees the final departmental review and approval of invoices and related documentation to ensure conformity to all state rules/laws, regulations, departmental policies, procedures and various court orders or Receiver directives. Prioritizes team goals and

	assignments. Ensures deadlines are met. Independently handles the highest-level tasks including communicating with community providers and responding to executives on the most recent changes to program and guidelines in the healthcare industry. Develops strategies to address corrective actions when needed. Personally address the most sensitive or complex issues and resolve any conflicts at the manager level. Facilitates compliance with HCCCMB policies and procedures.
30%	Directs the PPST Supervisor I, ensuring vendors receive appropriate customer service support via phone and email. Oversees the research and validation of claim eligibility from Third Party Administrators (TPA), maintaining accuracy when necessary. Serves as the Departments operational manager and liaison with the contracted TPA. Collaborates and coordinates with Departmental and internal and external stakeholders to identify and correct deficiencies in claim processing algorithms, contract language, rates and/or policy changes which impact claims processing and timely reimbursement of vendor claims. Supports the HCCCMB core business function by overseeing operations in accordance with State rules, laws, regulations, departmental policies and procedures, various court orders, contracted rates, and Government Codes. In alignment with cost containment initiatives, recommends and develops strategies to enhance section efficiency, prepares issue papers and Budget Change Proposals (BCPs), conducts legislative analysis, drafts responses for the Legislature, Governor's Office, Legislative Analyst's Office, and Budget Office, and prepares materials for committee hearings as required. Fosters cooperative relationships with stakeholders and addresses sensitive or complex issues. Oversees Supervisor I contributions to branch productivity, coordinating with other HCCCMB teams to provide workload coverage and assistance, ensuring timely processing of claims, appeals, and refunds.
30%	Oversees, develops and implements processes and procedures in order to streamline and improve healthcare claims refunds and appeals. Directs the PPRT Supervisor I, to resolve audit issues to minimize financial risk to CCHCS and to resolve healthcare claim appeals submitted by providers. Works directly with the Post Payment and Recovery (PPAR) contractor to audit CCHCS healthcare claims for duplicates, overpayment, and/or medical necessity appropriateness. Ensures invoices and timely processing of appeals are processed in accordance with all State Contracting Manual; Government Codes; Public Contract Codes; Labor Codes; and other technical, regulatory and procedural requirements. Communicates with healthcare providers, vendors, CCHCS headquarters, California Department of Corrections and Rehabilitation facility staff and accounting offices to resolve escalated appeal issues and provide high level resolutions.
5%	Represents HCCCMB in meetings with internal and external stakeholders, other State Departments, the public, and vendors. Works closely with the Office of the Receiver, California Department of Corrections and Rehabilitation, healthcare providers, and the TPA and Provider Network contacts on issues related to refunds and appeals related to healthcare claims.
5%	Performs other job related duties as assigned, provides back up duties to other peers, and travels as required. Participates in activities to implement new programs as needed.
	KNOWLEDGE AND ABILITIES *Knowledge of:* Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level.

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 both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources.

SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT

- CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this.

SPECIAL PERSONAL CHARACTERISTICS

- Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.
- Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***		
The statements contained in this duty statement reflect general 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 balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE