Department of Health Care Access and Information
Duty Statement

Employee Name Vacant	**Organization** Office of Health Information Community Impact Branch Hospital Fair Billing Program
Position Number 441-511-5393-XXX	**Telework Option** Hybrid
Classification Analyst II	**Working Title** Analyst II
Supervision Exercised None	**Location** Sacramento
Conflict of Interest: Yes ☐ No ☒	**Fingerprint/Live Scan:** Yes ☒ No ☐
Revision Date October 2026	**Effective Date**

Mission and Vision
HCAI is a leader in collecting data and disseminating information about California's healthcare landscape, promoting an equitably distributed health workforce, and publishing valuable information. The Department does this through five program areas - Affordability, Workforce, Data, Facilities, Financing.

HCAI's mission is to expand access to quality, equitable, affordable health care for all Californians by supporting high value delivery systems, resilient health facilities and workforces, and actionable health information and strategies.

HCAI's vision is a healthier California where all receive equitable, affordable, and quality health care.

General Description
Under direction of the Health Program Manager (HPM I), and with guidance from attorney staff, the Analyst II serves as a full journey-level analyst with responsibility for varied and complex projects, cases, and assignments for the Hospital Fair Billing Program. The Analyst II reviews hospital filings, evaluates and resolves patient billing complaints, performs financial analysis, assists with eligibility and penalty determinations, supports appeals and regulations development, compiles case and penalty data, and prepares correspondence and reports. The Analyst II must exercise professional judgment and discretion while working collaboratively and independently. In support of Assembly Bill (AB) 1312, the Analyst II assists with implementing and administering requirements for hospitals to prescreen patients for presumptive eligibility under charity care and discount payment policies when specified criteria are met. The Hospital Fair Billing Program is responsible for ensuring that hospitals comply with the laws regarding health care debt and fair billing, as set forth at Article 1, Chapter 2.5,

Part 2, Division 107 of the Health and Safety Code (Section 127400 et seq.), including requirements for hospital discount payment, charity care, and debt collection policies. In addition to reviewing these policies, the Hospital Fair Billing Program receives consumer complaints, conducts investigations and assesses penalties when warranted, pursues enforcement actions as necessary through the administrative hearing process, and administers an appeal process from administrative penalties.

Essential Job Functions

35% Independently review and analyze hospital filings related to health care debt and fair billing requirements, including charity care, discount payment, debt collection, and AB 1312 presumptive eligibility provisions; apply statutes, regulations, policies, and procedures; prepare reports and related correspondence for review by management and attorney staff concerning identified violations of applicable laws.

30% With guidance from attorney staff and management, independently review, evaluate, and resolve complex consumer fair billing complaints; make determinations and recommendations regarding complaint investigations, violations, and penalties; prepare correspondence to internal and external stakeholders regarding the investigation and resolution of consumer complaints.

20% Perform complex financial analysis of consumer billing complaints and assist with eligibility determination; assist with penalty determination, appeals, and regulations development pertaining to hospital compliance with the laws regarding health care debt and fair billing.

10% Compile case and penalty data utilizing case management database to generate monthly report; maintain ongoing record of the type of violation and amount of each penalty collected by the program each month; compile case-related data and performance metrics utilizing the case management database; ensure accuracy of data and associated graphs, charts, and narratives.

Marginal Job Functions

5% Follow up on and respond to phone calls and emails from internal and external contacts; participate in meetings, training, and special projects; and perform other related duties as required and within the scope of this classification.

Physical Demands

Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

Working Conditions

Requires in-person and remote meetings; prolonged sitting, review analysis, and preparation of digital correspondence and documents; extensive use of computer

devices including Microsoft Office 365 productivity applications; frequent contact and communication with management, staff, advocates, and the public; mobility to all HCAI work areas and the ability to travel to meetings outside HCAI; ability to fly to various parts of the State as needed ability to get along with a diverse group of people and help maintain morale within the department. Due to the nature of the work, requires the ability to handle a high degree of stress.

Employee Statement

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of this duty statement.

Employee Name	Employee Signature	Date Signed

Supervisor Statement

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

Supervisor Name	Supervisor Signature	Date Signed