DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT	POSITION NUMBER (Agency – Unit – Class – Serial)				
California Correctional Health Care Services	042-410-5393-827				
UNIT NAME AND CITY LOCATED Business Services Healthcare Invoicing Section – Elk Grove Post Payment Resolution Team	CLASSIFICATION TITLE Analyst II				
	WORKING TITLE				
	COI Yes ☐ No ☒	WORK WEEK GROUP 2	CBID R01	TENURE P	TIME BASE FT
SCHEDULE (Telework may be available): 8:00AM 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 direction of the Supervisor I, the Analyst II performs a variety of complex technical analytical duties on the Post Payment Resolution Team within the Health Care Contracts and Claims Management Branch (HCCCMB), Healthcare Invoicing Section (HIS). 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
35%	Recovers funds on behalf of CCHCS as identified by the Third-Party Administrator (TPA), Post Payment Audit and Recovery (PPAR) Contractor, and departmental staff. Independently reviews highly complex health care claims and invoices for correct payment, based on accurate adjudication, duplicate payments, overpayments, validation of services, and consistency with contract provisions, discount adjustments, and appropriate coding procedures. Acts a Subject Matter Expert (SME) by determining which claims meet the criteria for claims auditing and prepares recommendations for supervisory review. Prepares and submits the more complex payment recovery requests, receives and processes refunds. Documents, tracks, and reconciles payments against outstanding balances using various databases, computer software programs, and web portals. In an independent lead capacity, organizes and performs structured and random audits to

	ensure compliance with contractual agreements, appropriate coding of health care services, and accurate payments. Identifies and articulates discrepancies, evaluates alternative solutions, and makes effective recommendations to management to ensure timely and prompt recovery of state funds. Supports the maintenance and updating of HCCCMB databases, which include the Contract Medical Database (CMD), Business Information System (BIS), TPA web and reports portals. Conducts audits of internal data for accuracy and integrity. In a training/mentoring role, performs quality assurance on audit recoveries.
35%	Independently performs review of the more complex medical claims appeals. Analyzes the more complex appeal reconsideration letters, and medical claims. Researches contractual agreements, policies, procedures, regulations, applicable state and federal laws, Medicare guidelines, and other resources to assess appeals for merit. Validates services, patient eligibility, identifies discrepancies, determines appeals outcome, and ensures discount adjustments and claim processing are completed within established timeframes. Independently prepares the more complex Utilization Management (UM) First, Second, and Administrative Level appeals and medical documentation necessary for review and approval or denial by CCHCS UM Section. Responsible for uploading and maintaining the Appeals Tracking Log and SharePoint website for appeal communication between HCCCMB and UM. Submits appeals to the TPA, and monitors appeals via the CCIH Exchange Portal and BIS, to ensure adherence to the Prompt Payment Act. Clarifies and resolves the more complex appeals and when applicable, collaborates with the Provider Payment Support Team when additional research is needed for UM appeals. Tracks, monitors, and elevates issues that warrant manager assistance. Acts as a SME for assigned provider caseload, identifying common appeal themes, requests, and trends. In an independent lead capacity, provides a second level peer review of medical claim appeals.
25%	Communicates via phone, email, and mail correspondence with healthcare providers, vendors, correctional facility staff, CCHCS headquarters, CDCR accounting office, TPA, and other internal and external stakeholders, regarding more complex medical claim appeals, to resolve issues and collect requested and voluntary refunds. Maintains confidentiality of all protected health information and complies with all aspects of the Health Insurance Portability and Accountability Act. In an independent lead capacity, identifies, prepares and presents weekly and monthly reports identifying issues, resolutions provided, revenue collected, tracking spreadsheets, presentations, briefing documents and data trends to upper management and external stakeholders. Prepares recommendations for management review. In a mentoring/lead role provides training and guidance to SSAs on the accurate and timely completion of appeals and refunds. Acts as SME, writing and updating team procedures as necessary to remain current with workload and section changes. Prepares and provides training to staff and stakeholders for changes in process; and/or regulations affecting contract terms, and interpretations for staff completing appeals and refunds. Responsible for maintaining the refunds and appeals shared mailboxes and effectively communicating promptly with providers/stakeholders and HCCCMB management when necessary. In a lead capacity, plans, organizes, and arranges meetings and conference calls with internal and external stakeholders. Prepares the more complex memoranda, letters, and reports to management and contractors in an advisory role, regarding medical claims, refunds, and appeals.
5%	Participate in activities to implement new programs as needed. Assists with the implementation of process improvement initiatives. Provides assistance to other HCCCMB teams as directed, in an effort to maintain Branch continuity. May require periodic and varying amounts of overtime, travel, and institution visits.

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; government functions and organization; and methods and techniques of effective conference leadership.

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; and gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the work of others act as a team or conference leader; and appear before legislative and other committees.

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 PHYSICAL CHARACTERISTICS

- Persons appointed to this position may be reasonably expected to exert up to 10 pounds of force occasionally and/or negligible amount of force frequently or to constantly lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time but may involve walking or standing for brief periods of time.

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

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT	POSITION NUMBER (Agency – Unit – Class – Serial)
California Correctional Health Care Services	042-410-5157-827
UNIT NAME AND CITY LOCATED Business Services Healthcare Invoicing Section – Elk Grove Post Resolution Support Team	CLASSIFICATION TITLE Analyst I WORKING TITLE

COI	WORK WEEK GROUP	CBID	TENURE	TIME BASE
Yes ☐ No ☒	2	R01	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.

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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 supervision of the Supervisor I, the Analyst I performs the less complex to average difficulty analytical duties on the Post Payment Resolution Team within the Health Care Contracts and Claims Management Branch (HCCCMB), Healthcare Invoicing Section (HIS). 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
35%	Recovers funds on behalf of CCHCS as identified by the Third-Party Administrator (TPA), Post Payment Audit and Recovery (PPAR), and departmental staff. Reviews the less complex health care claims and invoices for correct payment, based on accurate adjudication, duplicate payments, overpayments, validation of services, consistency with contract provisions, discount adjustments, and appropriate coding procedures. Assists in determining which claims meet the criteria for claims auditing and prepares recommendations for supervisory review. Prepares and submits the less complex payment recovery requests, receives and processes refunds. Documents, tracks, and reconciles payments against outstanding balances using various databases, computer software programs, and web portals. Assists in the organization and performance of structured and random audits to ensure compliance with contractual agreements, appropriate coding of health care services, and accurate payments. Identifies and articulates discrepancies, evaluates alternative

	solutions, and makes effective recommendations to management to ensure timely and prompt recovery of state funds. Supports the maintenance and updating of databases which include the Contract Medical Database (CMD), Business Information System (BIS), TPA web and reports portals. Generates reports for analysis, budgeting, and management objectives.
35%	Performs review of the less complex medical claims appeals. Analyzes appeal reconsideration letters, and medical claims, assists with research on contractual agreements, policies, procedures, regulations, applicable state and federal laws, Medicare guidelines, and other resources to assess appeals for merit, validates services, patient-inmate eligibility, identifies discrepancies, determines appeals outcome, and ensures discount adjustments and claim processing are completed within established timeframes. Maintains accuracy of Appeals Tracking Log, ensures adherence to the Prompt Payment Act. Submits appeals to the TPA, and monitors appeals via the CCIH Exchange Portal and BIS, to ensure prompt and accurate payments. Clarifies and resolves less complex appeals. Tracks, monitors, and elevates issues that warrant manager assistance. Prepares less complex medical claim appeals for Second Level Review. Ensures appeals are in compliance with all applicable laws, policies, and guidelines. Incorporates feedback on the accurate and timely completion of appeals into the preparation of future appeals.
25%	Communicates and maintains positive working relationships via phone, fax, mail, and e-mail with health care providers, vendors, TPA, provider network, PPAR, CCHCS headquarters, CDCR headquarters and institution staff as well as other internal and external stakeholders to resolve less complex medical claim appeals, requested and voluntary refunds. Assists with preparation and review of weekly and monthly reports identifying issues, resolutions provided, revenue collected, and data trends to upper management. Prepares the less complex letters, memorandums, and reports to management and contractors regarding medical claims, appeals, and refunds. Assists in the planning of meetings and conference calls with internal and external stakeholders. Assists in creating training materials, policies and procedures as directed.
5%	Participates in activities to implement new programs as needed. Assists with the implementation of process improvement initiatives. Provides assistance to other HCCCMB teams as directed, in an effort to maintain Branch continuity. May require periodic and varying amounts of overtime, travel, and institution visits.
	KNOWLEDGE AND ABILITIES *Knowledge of:* Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organization. *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; coordinate the work of others act as a team or conference leader; and appear before legislative and other committees. **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 PHYSICAL CHARACTERISTICS**

	• Persons appointed to this position may be reasonably expected to exert up to 10 pounds of force occasionally and/or negligible amount of force frequently or to constantly lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time. **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. • A demonstrated interest in assuming increasing responsibility.

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