DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT	POSITION NUMBER (Agency – Unit – Class – Serial)
California Correctional Health Care Services	042-410-5393-800
UNIT NAME AND CITY LOCATED Business Services Healthcare Invoicing Section – Elk Grove Provider Payment Support Team	CLASSIFICATION TITLE Analyst II 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.

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 Provider Payment Support 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
40%	Independently researches, analyzes, and verifies eligibility for patient healthcare claims including patient disposition and movement for all CCHCS patients and other programs, including but not limited to, Community Reentry Programs (REPS), Alternative Custody Program (ACP) and Safe Keeper. Utilizes the Strategic Offender Management System (SOMS), Electronic Health Records System (EHRS), and Inmate Locator (IL) databases to determine patient episode of care. Identifies provider issues and makes recommendations to management regarding future billing. Utilizes Business Information System (BIS) SAP S/4HANA to resolve payment inquiries and/or issues with providers. Corresponds with billing providers and provides assistance with the claim submission process for the processing of payment. Identifies billing issues from provider claims through eligibility and provides vendor education to submit amended claims. Assists providers with the more complex payment inquiries via telephone, email, and fax by using a variety of internet based

	programs and portals. Independently reviews, analyzes, and maintains provider contract information to determine proper payments of healthcare claims. Communicates with providers regarding the more complex issues, including but not limited to: billing issues identified by the HIS, and correcting patient accounts.
30%	In a lead capacity, coordinates and creates tickets with Third Party Administrator (TPA) for claim review processing. Generates reports through TPA to assist providers with claim status. Collaborates with Utilization Management (UM) to pend payments for clinical review. Prepares claim correspondence and documentation for UM clinical review. Provides determinations from UM clinical review to the TPA for claims that are pended for review. Provides recommendations for billing appropriateness, medical necessity, and reports as needed. Analyzes provider billing trends, reports findings, and makes recommendations to HIS and UM management.
15%	Independently drafts workflows and team procedures to properly document processes as needed when changes occur. Acts as the Subject Matter Expert (SME) for the Program Support Team. Reviews, edits, and analyzes formal team policies and procedures making recommendations for process improvements as needed. Reviews and updates billing reference guidelines for vendors to bill for healthcare services. Coordinates and assists providers' enrollment with Correct Care Integrated Health (CCIH) TPA web portal. Reviews contract language to ensure scope of work and payment Exhibit B matches Departmental guidelines. Assists with data collection for Legal requests.
10%	Provides assistance to other HIS teams, as directed, in an effort to maintain timely processing of vendor payments, appeals, refunds, and external section reporting. Participates in activities to implement and develop new programs as needed.
5%	May require periodic and varying amounts of overtime and travel, performs other duties as required.
	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	042-410-5157-800				
UNIT NAME AND CITY LOCATED Business Services Healthcare Invoicing Section – Elk Grove Provider Payment Support Team	CLASSIFICATION TITLE Analyst I				
	WORKING TITLE				
	COI Yes ☐ No ☒	WORK WEEK GROUP 2	CBID R01	TENURE P	TIME BASE 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 supervision of the Supervisor I, the Analyst I performs the less complex to average difficulty analytical duties on the Provider Payment Support 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
40%	Researches, analyzes, and verifies eligibility for patient healthcare claims including patient disposition and movement for all CCHCS patients and other programs, including but not limited to, Community Reentry Programs (REPS), Alternative Custody Program (ACP) and Safe Keeper. Utilizes the Strategic Offender Management System (SOMS), Electronic Health Records System (EHRS), and Inmate Locator (IL) databases to determine patient episode of care. Assists with identifying less complex provider issues and makes recommendations to management regarding future billing. Utilizes Business Information System (BIS) SAP S/4HANA to resolve payment inquiries and/or issues with providers. Corresponds with billing providers and provides assistance with the claim submission process for the processing of payment. Identifies billing issues from provider claims through eligibility and provides vendor education to submit amended claims. Assists providers with the less complex payment inquiries via telephone, email, and fax by using a variety of

	internet based programs and portals. Communicates with providers regarding the less complex issues, including but not limited to: billing issues identified by the HIS, and correcting patient accounts.
30%	Coordinates and creates tickets with Third Party Administrator (TPA) for claim review processing. Generates reports through TPA to assist providers with claim status. Collaborates with Utilization Management (UM) to pend payments for clinical review. Assists with preparing claim correspondence and documentation for UM clinical review. Provides recommendations for billing appropriateness, medical necessity, and reports as needed. Analyzes provider billing trends, reports findings, and makes recommendations to HIS and UM management.
15%	Maintains workflows and team procedures to properly document processes as needed when changes occur. Assists with Branch Support Team with reviewing, editing, and analyzing formal team policies and procedures making recommendations for process improvements as needed. Reviews and updates billing reference guidelines for vendors to bill for healthcare services. Coordinates and assists providers' enrollment with Correct Care Integrated Health (CCIH) TPA web portal. Assists with data collection for Legal requests.
10%	Provides assistance to other HIS teams, as directed, to maintain timely processing of vendor payments, appeals, refunds, and external Section reporting. Participates in activities to implement new programs as needed.
5%	May require periodic and varying amounts of overtime and travel, performs other duties as required.
	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. *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. • Demonstrated ability to act independently, open-mindedness, flexibility, and tact. 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