DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Policy and Risk Management – Health Care Appeals	CLASSIFICATION TITLE Analyst I				
	WORKING TITLE				
	COI Yes ☐ No ☐	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): _____ AM to _____ PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO				
INCUMBENT (If known)	EFFECTIVE DATE				

California Department of Corrections and Rehabilitation (CDCR)/ California Correctional Health Care Services (CCHCS) values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission.

PRIMARY DOMAIN:

Under the supervision of the Chief Support Executive, the Analyst I assists in reviewing and responding to health care appeal letters, issues, and inquiries. The Analyst I performs the less complex analytical duties and responsibilities that require the knowledge of Department regulations, policies and procedures, good judgment, and the ability to communicate effectively. The Analyst I prepares reports, correspondence, collects data, tracks information, monitors tracking systems, and makes recommendations to management. The Analyst I supports the overall mission and immediate goals of the institution and performs duties as necessary to provide for better delivery of program services.

% 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%	Ensures *Patient Health Care Appeal* (CDCR 602 HC) and *Incarcerated/Parolee* (CDCR 602-A) forms are made available to patients. Receives, logs, dates, routes, and monitors disposition of CDCR 602 HC and any other attachments. Researches and analyzes the less complex and sensitive health care information and data from a wide variety of sources, such as health records and documents, patient interviews, and other related information. Prepares health care appeal responses, reports, and correspondence and ensures written communications are in compliance with Department policies and procedures. Interprets and applies laws, rules, regulations, policies, and procedures to specific problems or situations. Assists in conducting reviews and uses a variety of analytical techniques to identify and solve complex problems; develops and recommends alternatives, presents ideas and information, and determines the best course of action. Interviews and consults with others to provide and obtain secure information. Plans, designs, and carries out assigned work within imposed deadlines. Screens, assigns, and delegates each CDCR 602 HC. Generates any necessary rejection, cancellation, assignment, or delegation letters to the patient. Completes required sections of the CDCR 602 HC and CDCR 602-A.

25%	Assists in maintaining and updating the Health Care Appeals Risk Tracking System (HCARTS). Assists in ensuring that current and accurate information is available in HCARTS to monitor the timeliness of health care appeal services. Generates management reports as assigned to document and ensure patient access to health care. Provides regular reports to the institution regarding health care appeal activity related to issues, timeliness, and quality of responses. Assists in developing and providing training for the institution health care staff about the Department's statewide health care appeals process, the benefits of HCARTS, and how to use HCARTS. Meets with hiring authorities on a regular basis to receive and disseminate information respecting process, emergent issues, best practice trends, and related matters.
20%	Participates on the Reasonable Accommodation Panel as a representative from the Health Care Appeals Office and addresses the appropriate handling of health care appeals and the Reasonable Accommodation Requests referred to the HCAO. Ensures that the institution has an effective process in place to monitor the follow-up actions and timelines identified in health care appeals. Independently collects data, evaluates information, makes sound recommendations, and implements processes and procedures.
10%	Assists others in understanding and following Department policies and procedures for a wide variety of administrative health care appeals related subjects and processes.
5%	Serves in the pool of administrative staff resources to enhance institution work efficiencies and staff cross-training; performs various analytical duties within the institution as needed.
5%	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 utilizing 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.

DESIRABLE QUALIFICATIONS

OTHER DOMAINS

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

Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, the incarcerated, or the public.

	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. • Willingness as a learner to do routine or detailed work in order to learn the practical application of administrative principles. • Demonstrated capacity for development as evidenced by work history, academic attainment, participation in school or other activities, or by well-defined occupational or vocational interests. • Willingness and ability to accept 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

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Policy and Risk Management – Health Care Appeals	CLASSIFICATION TITLE Analyst II				
	WORKING TITLE				
	COI Yes ☐ No ☐	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): _____ AM to _____ PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO				
INCUMBENT (If known)	EFFECTIVE DATE				

California Department of Corrections and Rehabilitation (CDCR)/ California Correctional Health Care Services (CCHCS) values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission.

PRIMARY DOMAIN:

Under the direction of the Chief Support Executive, the Analyst II reviews and responds to health care appeal letters, issues, and inquiries. The Analyst II performs the more complex analytical duties and responsibilities that require the knowledge of Department regulations, policies and procedures, good judgment, and the ability to communicate effectively. The Analyst II prepares correspondence, collects data, tracks information, monitors tracking systems, makes recommendations to management, and assists in ensuring that the institution has an effective process to monitor the follow-up actions and timelines identified in health care appeals. The Analyst II supports the overall mission and immediate goals of the institution and performs duties as necessary to provide for better delivery of program services.

% 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%	Receives, logs, dates, routes, and monitors the disposition of *Patient Health Care Appeal* (CDCR 602 HC) and *Incarcerated/Parolee* (CDCR 602-A) forms and any attachments. Independently researches and analyzes the more complex and sensitive health care information and data from a wide variety of sources, such as health records and documents, patient interviews, and other related information. Prepares response to first and second level health care appeals, reports, and correspondence and ensures written communications are in compliance with Department policies and procedures. Interprets and applies laws, rules, regulations, policies, and procedures to specific problems or situations. Leads and conducts reviews and uses a variety of analytical techniques to identify and solve complex problems; develops and recommends alternatives, presents ideas and information, and determines the best course of action. Interviews and consults with others to provide and obtain secure information. Plans, designs, and carries out assigned work within imposed deadlines. Ensures *CDCR 602 HC* and *CDCR 602-A* forms are made available to patients and completes required sections. Screens, assigns, and delegates each

	CDCR 602 HC. Generates any necessary rejection, cancellation, assignment, or delegation letter to the patient.
25%	Maintains and updates the Health Care Appeals Risk Tracking System (HCARTS). Ensures current and accurate information is available in HCARTS to monitor the timeliness of health care appeal services. Generates management reports as assigned to document and ensure patient access to health care. Provides regular reports to the institution regarding health care appeal activity related to issues, timeliness, and quality of responses. Develops and provides training for the institution health care staff about the Department's statewide health care appeals process, the benefits of HCARTS, and how to use HCARTS. Meets with hiring authorities on a regular basis to receive and disseminate information respecting process, emergent issues, best practice trends, and related matters.
20%	Participates on the Reasonable Accommodation Panel as a representative from the Health Care Appeals Office (HCAO) and addresses the appropriate handling of health care appeals and the Reasonable Accommodation Requests referred to the HCAO. Ensures that the institution has an effective process in place to monitor the follow-up actions and timelines identified in health care appeals. Independently collects data, evaluates information, makes sound recommendations, and implements processes and procedures.
10%	Performs various analytical duties as needed within the institution. Assists others in understanding and following Department policies and procedures for a wide variety of administrative related subjects and processes.
5%	Serves in the pool of administrative staff resources to enhance institution work efficiencies and staff cross-training.
5%	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 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; 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. **DESIRABLE QUALIFICATIONS** **OTHER DOMAINS** **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

Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, the incarcerated, or the public.

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.
- Demonstrates 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