

ELIGIBILITY ANALYST II

Under general supervision, the Eligibility Analyst II carries out a variety of analytical tasks related to eligibility policy, procedures, quality assurance, reporting, training, communicating with counties, enrollment sites and stakeholders, staff support to Committees and workgroups, and related duties as required.

- Act as an informational resource for County eligibility program staff, enrollment site staff, applicants, and the public regarding eligibility matters.
- Effectively communicate eligibility rules, regulations, policies, and procedures to beneficiaries, applicants, enrollment sites, county welfare departments, medical providers, state agencies, and outside vendors.
- Develop, maintain and update eligibility reference materials, forms, letters and eligibility manuals.
- Composes correspondence to affected agencies indicating policy and procedure changes.
- Supervise and participate in eligibility determination related Quality Control and auditing functions at both the program and county-level; review case documentation for completeness and accuracy; and, determine and take necessary actions to assure eligibility errors are corrected.
- Provide project support for eligibility system changes and upgrades including preparing agendas, minutes, testing, tracking of testing and production tickets.
- Respond to inquiries and provide direction and guidance on the appropriate application of policies and procedures for complex or unusual case circumstances.
- Review eligibility appeals and create suggested course of action.
- Create eligibility training curriculum and a compendium of “Eligibility Best Practices” and conduct regular webinar trainings for County staff and enrollment sites.
- Conduct evaluation of applicant information, forms, and documents to determine if eligibility requirements are satisfied.
- Create thorough application notes documenting deficient applications, unmet eligibility requirements and/or required follow up actions.
- Review new system enrollment forms for completeness and establish new user accounts.
- Identify and troubleshoot issues with system users.
- Create and log helpdesk tickets.
- Participate in the development and implementation of policies and procedures for eligibility policies associated with all CMSP benefit programs and make recommendations for changes and improvements to eligibility requirements and procedures.
- Provide staff support to the CMSP Eligibility Committee and workgroups focused on eligibility-related matters through the following: 1) provide expertise to Committee and/or workgroup members on a variety of eligibility and program

related issues; 2) research, design, implement and monitor special projects to maximize program resources and/or benefit customers (providers, beneficiaries, counties, etc.); and, 3) facilitate Committee and workgroup business through agenda and meeting minute preparation.

- Attend stakeholder meetings, take notes and provide pertinent information and potential action necessary to CMSP Executive Director and Program Director.
- Read, analyze, and interpret legal decisions, regulations, informational notices, and policy statements issued by state and federal agencies to determine impact on operations.
- Serve as project lead for Governing Board for county eligibility system changes, including CalWIN and CalSAWS.
- Mentor, train and provide technical assistance to other staff.
- Perform related duties as required.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

- California's system of publicly funded health coverage, such as Medi-Cal or Covered California, and the framework for eligibility determination.
- Analytical techniques including statistical data gathering, report writing and presentation methods.
- Principles and practices of record management, work-load management, quality control and program review.
- Fundamental customer service and public relations techniques.
- Office procedures, methods, and equipment including, computers and applicable software applications such as word processing, spreadsheets, and other specialized applications related to area of assignment.
- Applicable federal, state, and local laws, codes, and regulations.
- English usage, spelling, grammar, and punctuation.

Ability to:

- Organize and prioritize work assignments.
- Apply critical thinking skills to be able to recognize and evaluate problems and find solutions.
- Establish and maintain cooperative working relationships with outside agencies, vendors, and fellow employees.
- Use automated technology to maintain records in an accurate, organized, confidential and efficient manner.
- Work with sensitive and confidential information.
- Communicate clearly and concisely, both verbally and in writing.
- Follow verbal and written instructions.

Training and Experience:

Education

Bachelor's Degree from an accredited college or university in Social Sciences, Public Health, Health Sciences, Public Administration, Public Relations, Social Work, or related field

and

Experience

Three (3) to five (5) years of relevant professional experience, which shall include at least one (1) year of experience with California's system of publicly funded health coverage, such as Medi-Cal or Covered California

Bilingual Spanish preferred but not required.

SALARY & BENEFITS

\$54,000 - \$76,000 per year depending on experience

Insurance (health, dental, vision), retirement, vacation, and sick benefits.

APPLY

Please email a cover letter and resume to jobs@cmspcounties.org with "Eligibility Analyst II" in the email subject line.

December 14, 2021