



DEPARTMENT OF MANAGED HEALTH CARE CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	DEPARTMENT OF MANAGED HEALTH CARE	RELEASE DATE:	December 19, 2012
POSITION TITLE:	Deputy Director, Plan and Provider Relations	FINAL FILING DATE:	January 11, 2013
CEA LEVEL:	CEA 3	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$8,594–9,476.00/Month	BULLETIN ID:	12192012_1

POSITION DESCRIPTION

Under the general direction of the Director and the Deputy Director, Plan and Provider Relations is responsible for fostering proactive and effective relations between the Department and all California Knox-Keene Act licensed health plans and providers; serving as the primary advisor to the Director on critical plan and provider issues; providing strategic planning and policy direction on emerging issues and industry trends; representing the Department in a leadership capacity in presentations to, and consultations with, the Governor's Office, Legislators, Health Plan executives, advocacy and consumer groups, and other stakeholders to ensure optimum health care service delivery.

Provides Knox-Keene Act policy and program direction for plans and providers; develops effective communications and relations with plans and providers within the scope of the Department's responsibility; negotiates successful dispute resolution between plans and providers; maintains contact with plan and provider representatives; monitors the California and national health care industries in order to remain current with health care service delivery issues.

Acts as the chief policy advisor to the Director, Chief Deputy Director and

Executive staff on health plan and provider issues including licensure, enrollee issues, regulations, and market conditions; monitors and makes recommendations on regulatory impacts to plans and providers, health plan merger and acquisition plans, contract dissolutions and reviews; analyzes, negotiates, and makes recommendations on highly sensitive and controversial issues when they are elevated to the Director level.

Anticipates changes in the plan and provider marketplace; analyzes trends and new developments in the managed health care industry and advises the Director of the impact on Department programs and activities; develops and implements strategies to sustain effective relations with plans and providers; serves as the public liaison for the Director with health plans and medical groups, educating them on the Department's key issues, attending group meetings, and consulting regularly with consumers on regulatory issues; formulates strategies in working with health plans to encourage them to provide more affordable and accessible health care and to provide more solutions to keeping costs down.

Works cooperatively with the Director, Chief Deputy Director, and Assistant Deputy Directors, to improve internal work processes and enforcement priorities for better consistency, to reduce inefficiencies, and to minimize unnecessary regulatory burden and cost. Provides high level policy development and oversight by monitoring health plan financial and enrollee issues to foster early resolution or identify need for department response. The incumbent participates in the review and finalization of all policies, regulations and processes that impact plans and providers.

Attends and presents at health care industry conferences; assists in recruiting well qualified health care professionals; performs research and analysis on special projects as assigned by the Director and other related duties.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government Code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch

with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge's and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATION(S)

Required Personal Characteristics:

Ability to gain the confidence and support of top level administrators and effectively advise them on a wide range of administrative and operational matters and policies; and represent the DMHC and the Director within and outside the organization and develop cooperative working relationships with representatives from all levels of government, the public, representatives of consumer interest groups, managed care plan providers, and the Legislative and Executive branches of State government.

Additional Desirable Qualifications:

Knowledge of, and experience with, the latest trends in managed health care nationwide, and in particular, in California; resource development; risk management; information technology; contracting policies and procedures; the strategic planning process; and governmental functions and organization at the State and local levels.

Ability to achieve and maintain positive working relationships with a variety of individuals regardless of the circumstances; assume innovative leadership in formulating, promoting and directing a statewide program; develop long-range plans to achieve objectives which are both aggressive and realistic; utilize interdisciplinary teams effectively in the conduct of studies; sponsor and facilitate collaborative planning processes; reason logically and creatively and utilize a variety of analytical techniques to resolve complex management issues;

coach/mentor managerial and supervisory staff to achieve the DMHC's goals; communicate with and understand the needs of internal and external clients; draft and review laws, regulations and policies; and prepare complex reports and correspondence.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Deputy Director, Plan and Provider Relations with the DEPARTMENT OF MANAGED HEALTH CARE**. Applications will be retained for twelve months.

The results of this examination will be used only to fill this position.

The examination process will consist of an evaluation of the candidate's application and Statement of Qualifications. The minimum and desirable qualifications listed on this bulletin will be used to screen and evaluate the application and Statement of Qualifications using predetermined evaluation criteria. Therefore, it is critical that each applicant include specific information on how his/her background, knowledge, abilities and personal characteristics meet the minimum qualifications and desirable qualifications.

The Statement of Qualifications may also serve as documentation of the candidate's ability to present information clearly and concisely in writing, since this is a critical factor to successful job performance. The Statement of Qualifications may be the only basis for the candidate's final score and rank on the eligible list. Candidates will be ranked competitively, and each candidate will be notified in writing of his/her examination results.

FILING INSTRUCTIONS

U.S. Military veterans must attach a legible copy of his/her veteran's discharge (DD214) or other official discharge documents, showing your enlistment and discharge dates, branch of service, and character of service (i.e., Type of Discharge).

All application materials must be postmarked or received by the Examination Unit by the final filing date. Faxes will be accepted [(916) 845-0515], however; the originals must be received prior to the start of the examination.

Examination materials not postmarked or personally delivered, received via U.S. Postal Service, or any other delivery service after the final filing date will not be accepted and cannot be returned pursuant to California Code of Regulations 174.

Interested applicants must submit:

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and

desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length, single-spaced, using a 12 - point font.

- Resumes do not take the place of the Statement of Qualifications.
- Cover letters do not take the place of the Statement of Qualifications.
- Statement of Qualifications should specifically address each of the Desirable Qualifications. Applicants who fail to submit the Statement of Qualifications will be eliminated from this examination process.
- A resume is required to be attached to the application.

Applications must be postmarked or received by the final filing date to:
DEPARTMENT OF MANAGED HEALTH CARE, Human Resources Office
980 9th Street, Suite 500, Sacramento, CA 95814
Linda Houck | (916) 323-7388 | lhouck@dmhc.ca.gov

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The DEPARTMENT OF MANAGED HEALTH CARE reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class.

Class specs: <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>