PAY DIFFERENTIAL 411
DEPARTMENT OF MANAGED HEALTH CARE CALL CENTER
DIFFERENTIAL PAY – BARGAINING UNIT 04 AND EXCLUDED EMPLOYEES

Established: 07/01/15
Revised: 07/01/15

CLASS TITLE	CLASS CODE	CB/ID	EARNINGS ID	DEPARTMENT
Rank and File:			8PT	Department of Managed Health Care
Program Technician II	9928	R04		
Excluded:				
Supervising Program Technician II	9925	S04		

RATE
$100 per pay period

CRITERIA
In recognition of the call center as the central point of contact for the Department of Managed Health Care, and the increased complexities and skills/knowledge required as such, employees in the above classes who perform at least fifty (50) percent of their normal duties responding to inquiries from health care consumers from an automated call distribution (ACD) system shall receive this pay differential. Part-time and intermittent employees performing the duties described above shall receive the differential on a pro-rata basis.

IF APPLICABLE, SHOULD PAY DIFFERENTIAL BE:	
PRO RATED	Yes
SUBJECT TO QUALIFYING PAY PERIOD	No
ALL TIME BASES AND TENURE ELIGIBLE	Yes/No*
SUBJECT TO PERS DEDUCTION	Yes

INCLUSION IN RATE TO CALCULATE THE FOLLOWING BENEFIT PAY	
OVERTIME	Yes
IDL	Yes
EIDL	Yes
NDI	Yes
LUMP SUM VACATION	Yes
LUMP SUM SICK	Yes
LUMP SUM EXTRA	Yes

*Retired Annuitants are not eligible unless appointed under Government Code section 21228.