

Per California Code of Regulations, title 2, section 548.5, the following information will be posted to CalHR's Career Executive Assignment Action Proposals website for 30 calendar days when departments propose new CEA concepts or major revisions to existing CEA concepts. Presence of the department-submitted CEA Action Proposal information on CalHR's website does not indicate CalHR support for the proposal.

A. GENERAL INFORMATION

1. Date

July 15, 2016

2. Department

California Health Benefit Exchange

3. Organizational Placement (Division/Branch/Office Name)

Program Integrity Division

4. CEA Position Title

Director, Program Integrity

5. Summary of proposed position description and how it relates to the program's mission or purpose. (2-3 sentences)

The Program Integrity Director, under the Direction of the General Counsel, will be responsible for the creation, development, management and oversight of all aspects of the three units that comprise the Program Integrity Division: Program Oversight and Compliance; California Healthcare Eligibility, Enrollment and Retention (CalHEERS) Program Monitoring and Oversight; and Reconciliation of Enrollment and Membership. Through internal audits, grant management oversight, consumer protection (fraud detection/prevention), reconciliation of enrollment and membership and oversight of CalHEERS defect prioritization and user acceptance testing, the Program Integrity Division is responsible for ensuring program compliance and accountability. Ensuring program compliance, protecting consumers against fraud, and monitoring improvements to CalHEERS (the on-line technology tool through which consumers enroll in health care coverage through the Exchange), is fundamental to Covered California's vision of improving the health of all Californians by assuring their access to affordable quality care.

6. Reports to: (Class Title/Level)

General Counsel

7. Relationship with Department Director (Select one)

- Member of department's Executive Management Team, and has frequent contact with director on a wide range of department-wide issues.
- Not a member of department's Executive Management Team but has frequent contact with the Executive Management Team on policy issues.

(Explain):

8. Organizational Level (Select one)

- 1st 2nd 3rd 4th 5th (mega departments only - 17,001+ allocated positions)

B. SUMMARY OF REQUEST

9. What are the duties and responsibilities of the CEA position? Be specific and provide examples.

The Program Integrity Director will be responsible for development of policies, strategies and initiatives for the Program Integrity Division which is comprised of three units: Program Oversight and Compliance; CalHEERS Program Monitoring and Oversight; and Reconciliation of Enrollment and Membership. Critical responsibilities include:

- Establishing policy, managing, monitoring and reconciling program data to improve accuracy of consumer enrollment information and transactions which are sent to health plans and the federal government;
- Establishing policy, coordinating and improving the user acceptance testing process with programs by testing key functions prior to system implementation to reduce the number of critical defects;
- Improving the defect and post implementation review processes with programs in order to improve operational efficiencies and compliance with business requirements and program policies; and
- Establishing policy, conducting and managing an independent audit function to help improve program compliance with federal and state regulations and mandates.

B. SUMMARY OF REQUEST (continued)

10. How critical is the program's mission or purpose to the department's mission as a whole? Include a description of the degree to which the program is critical to the department's mission.

- Program is directly related to department's primary mission and is critical to achieving the department's goals.
- Program is indirectly related to department's primary mission.
- Program plays a supporting role in achieving department's mission (i.e., budget, personnel, other admin functions).

Description: The mission of Covered California is to increase the number of insured Californians, improve health care quality, lower costs, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value. The purpose of the Program Integrity Division is to collaborate with Covered California partners (including health plan issuers and federal and state agencies) and all Covered California partners to reconcile program data to ensure accuracy of enrollment information and health plan transactions; to improve system and operational efficiencies; and to ensure program compliance with Federal and State regulations and mandates. Ensuring the accuracy of enrollee information and maintaining the integrity of the on-line enrollment system as well monitoring program effectiveness and identifying efficiencies directly supports Covered California's mission.

B. SUMMARY OF REQUEST (continued)

11. Describe what has changed that makes this request necessary. Explain how the change justifies the current request. Be specific and provide examples.

The Program Integrity Division was previously named the Eligibility and Enrollment Division. Recently the division was reorganized and assigned significant new responsibility in the area of program integrity. Several new sections were created including:

- . Program Oversight and Compliance - responsible for external and internal verification/examination of financial accounts and internal policies and procedures, focusing on fraud prevention compliance. This section is comprised of two audit units that focus on enterprise wide level effectiveness, efficiency, compliance, risk identification, quality assurance and quality control. Fiscal Audit Unit conducts audits of Outreach and Education Grantees and Navigators. The Program Audit unit conducts internal audits of administrative and program areas.
- . Risk Assessment and Reporting (formerly Grant Oversight) performs grant management activities and has expanded responsibilities in the areas of prevention and detection of fraud, waste and abuse as well as oversight of enterprise wide risk assessments.
- . Contract Monitoring and Operations performs system testing, user acceptance testing and post implementation reviews with programs to minimize the number of critical system defects within CalHEERS. The newly created Reconciliation of Enrollment and Membership Section ensures accuracy in the data that generates Covered California's revenue by working with partners to improve transaction processes to ensure data integrity between all asynchronous enrollment, financial and billing systems which interface with CalHEERS, including any federal reporting of tax credit payments. This unit validates both internal and external enrollment data on a monthly basis.

C. ROLE IN POLICY INFLUENCE

12. Provide 3-5 specific examples of policy areas over which the CEA position will be the principle policy maker. Each example should cite a policy that would have an identifiable impact. Include a description of the statewide impact of the assigned program.

Determination of reconciliation processes to improve data integrity of consumer's enrollment information. For example, design, development and administration of all eligibility and enrollment functions (e.g. Advance Premium Tax Credits, Cost-Share Reductions, enrollment and dis-enrollment processes etc.). Specifically, a phased approach to readily identify, track and resolve issues resulting from discrepancies in electronic transactions resulted in approximately a 98 percent data accuracy rate, for consumers' enrollment start and end dates of coverage, as well as member status information with our health plans. Ongoing data reconciliation with the carriers will help improve enrollment data accuracy and further improve federal reporting related to Covered California membership and consumers' Advance Premium Tax Credit.

Policies regarding oversight and monitoring of enrollment channels to ensure accurate information in the market place that protect consumers from unfair or deceptive practices. These policies will ensure that Californians can shop, compare and enroll in affordable, high-quality health care options by reducing fraud, waste or other abuse committed in connection with Covered California. Examples include policies designed to prevent identity theft, and suspected or actual impersonation of a consumer or representative of our service channels.

Policies to perform CalHEERS User Acceptance Testing for every priority and feature release to validate the performance of key functions and reduce the number of critical defects. Implemented policy directives with CalHEERS and reviewed and approved CalHEERS business requirements.

Policies related to implementation of the State Leadership Accountability Act including development and implementation of an enterprise wide process created to document, monitor and prioritize risks. This Policy will facilitate the ability to effectively prioritize risks for mitigation efforts, help identify areas that may require improvements to operational efficiency and effectiveness and help focus on and prioritize efforts.

C. ROLE IN POLICY INFLUENCE (continued)

13. What is the CEA position's scope and nature of decision-making authority?

The position has enterprise wide responsibility for development of policies related to internal and external audits, reconciliation of enrollment and membership data, and fraud prevention. The position has a direct decision-making authority over policy and resource allocation for the Program Integrity Division. The position has direct and frequent contact with the Executive Director, the Chief Executive Deputy Directors, other Directors and external stakeholders and participates in the overall policy development of Covered California.

14. Will the CEA position be developing and implementing new policy, or interpreting and implementing existing policy? How?

The CEA will be responsible for developing and implementing both new policy and existing policy as discussed more fully above.