



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
4/26/2022

This position is:

- ☒ [Classified](#)
☐ [Unclassified](#)
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc – Confidential

Agency: Oregon Health Authority

Division: Health Systems Division

☒ New ☐ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Operations & Policy Analyst 1
- b. Classification No: C0870 c. Effective Date: 01/01/2024
- d. Position No: 1025665
- e. Working Title: Transportation Program Analyst
- f. Agency No: 44300
- g. Section Title: Medicaid Traditional Programs
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem/Marion-Portland/Multnomah; Hybrid
- j. Supervisor Name: Nathan Roberts
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☐ Exempt If Exempt: ☐ Executive ☐ Professional ☐ Administrative
☒ Non-Exempt
- m. Eligible for Overtime: ☒ Yes ☐ No

SECTION 2. PROGRAM AND POSITION INFORMATION

- a. Describe the program in which this position exists. Include program purpose, who's affected, size and scope. Include relationship to agency mission.

OHA values health equity, service excellence, integrity, leadership, partnership, innovation and transparency. OHA's health equity definition is "Oregon will have established a health system that creates health equity when all people can reach their full potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially determined circumstances. Achieving health equity requires the ongoing collaboration of all regions and sectors of the state, including tribal governments to address: the equitable distribution or redistributing of

resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities.

The Health Systems Division is aligned with the Oregon Health Authority’s core values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. In our practice, these values are expressed through:

Service Excellence:

- Understanding and responding to Oregon public health needs and the people we serve
- Pursuing our commitment to innovation and science-based best practices
- Fostering a culture of continuous improvement

Leadership:

- Building agency-wide and community-wide opportunities for collaboration
- Championing public health expertise and best practices
- Creating opportunities for individual development and leadership

Integrity:

- Working honestly and ethically in our obligation to fulfill our public health mission
- Ensuring responsible stewardship in public health resources

Health Equity:

- Eliminating health disparities and working to attain the highest level of health for all people
- Ensuring the quality, affordability, and accessibility of health services for all Oregonians
- Integrating social justice, social determinants of health, diversity, and community

Partnership:

- Working with stakeholders and communities to protect and promote the health of all Oregonians
- Seeking, listening to, and respecting internal and external ideas and opinions
- Exploring and defining the roles and responsibility of public health staff and partners

Innovation:

- We are not satisfied with the status quo if there are new and better ways to meet the needs of the people we serve. We bring creativity, experience, and openness to our search for solutions to problems. We pursue opportunities to develop new evidence to evolve our practices.

Transparency:

- We communicate honestly and openly, and our actions are upfront and visible. We provide open access to information and meaningful opportunities to provide input and participate in our decision-making.

Unit/Program Description:

OHA is home to most of the state's publicly supported health programs. OHA divisions include Public Health, Equity and Inclusion, Health Systems Division, Health Policy and Analytics, Fiscal and Operations, and the Oregon State Hospital. The Health Systems Division (HSD) encompasses Medicaid and Behavioral Health Programs. Within HSD, this position sits in the Medicaid Policy Unit. The unit sets policy for more than two dozen Oregon Health Plan (OHP) programs. The program areas cover physical health, behavioral health, and oral health benefits. Analysts on the policy team lead implementation for these benefits under OHP’s Fee-For-Service or Open Card program. They also serve as subject matter experts to support CCO contract and compliance.

- b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:**

The primary purpose of this position is to support transportation programs under the Oregon Health Plan (OHP). OHP covers emergency (ambulances) and non-emergency (regular rides) transportation to help members get to covered healthcare services and appointments. This position works closely with the transportation program leads (OPA3 level staff) and leadership to make updates to program administrative rules, fee schedules, and guidance documents so that transportation providers and program recipients have current and accurate information. This position also consults with stakeholders, community members, and Tribes to gain their perspectives about OHP's transportation coverage. The team uses this information for program improvements. The work includes issuing direction to state employees and contractors who operationalize aspects of the program. For example, giving directions to the IT staff who maintain OHP's payment system or providing a rule interpretation to a contracted transportation company. The work also includes monitoring program expenditures and outcomes and evaluating program impacts. The position summarizes findings from these monitoring activities and prepares reports. The reports are used to communicate the program's status and flag risks. The position also communicates about OHP's transportation coverage. They provide information and create materials for consumers and transportation providers.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

% of Time	N/R/NC	E/NE	DUTIES
All the time	NC	E	Demonstrate recognition of the value of individual and cultural differences; create a work environment where talents and abilities are valued. Create and maintain a work environment that is respectful and accepting of diversity. Work to further OHA's mission to eliminate health disparities in Oregon by 2030.
60%	R	E	Operational Support for Oregon Health Plan Transportation Programs: - Identify potential operation problems and recommend solutions: Monitor administrative, operational, and strategic processes, procedures, and results for compliance. Suggest ideas and ways to improve or enhance programs. For example, identifying that contracted drivers are not meeting quality standards and working with the program lead staff to require the that the contractor make improvements. - Establishes and maintains procedures and other controls necessary in carrying out assigned program activities; coordinates projects or other activities with Federal, local, and State agencies to accomplish identified goals and objectives. For example, evaluating contractors work and determining if they are compliant with OHP standards. - Draft revisions to existing rules or new rules, create

			guidance, and update fee schedules and other documents necessary to maintain the transportation program. - Assisting staff responsible for projects, programs, and policies with researching, developing, monitoring and sustaining, and issue resolution. For example, researching the best ways for transportation programs to meet the needs of members who don't speak English as part of a team project to improve how the program serves limited English-speaking members. - Provide financial support for invoices, billing, and oversee business support functions. - Plan, coordinate and manage meetings, workgroups, and schedules. - Provides guidance to staff on completion, timeliness, protocols, and efficiencies through mentoring and coaching on work assignments.
25%	R	E	System Analysis and Improvement: - Work with the billing call center staff and other similar teams to develop more efficient processes for coordination between state staff and stakeholders. Coordinate project activities with and between internal units when multiple state teams (IT, communications, call centers, etc.) are all involved in the work. Recommend changes to project plans in response to unforeseen changes or unexpected results: procedural design, systems improvement, or developing administrative rules related to the program. - Review and analyze billing claims records for processing errors and issue instructions to correct errors. Direct and revise the processing steps carried out by others to improve accuracy based on review and analysis. - Provide feedback to management on all business function tasks and completion by support teams and participate in goals, plans, and solutions to identified concerns. For example, bringing to management's attention that many partners are misunderstanding one of the transportation rules and working to revise it to be clearer.
10%	NC	E	Attend meetings, conferences and other events as needed or requested by supervisor. Meetings include listening sessions to learn about transportation program recipient's experience as well as training and team meetings. Participate in other projects and duties as assigned by supervisor. Other projects will include all of the duties in this job description but to support other (not transportation) OHP programs.
5%	NC	NE	Other duties as assigned.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

This position requires working independently with minimal direction on multiple tasks, often within short time frames. Frequent contact and work with a variety of clinical and professional staff in a variety of office, virtual and meeting room settings is expected. Sudden and immediate deadlines and frequent interruptions may require overtime during special projects and legislative sessions. Work product can be highly visible, and of significant interest to legislative representatives, multiple stakeholder groups and/or state associations.

Open office environment or virtual environment with frequent interruptions. Multiple communication streams including email, instant message, and cell phone. Travel throughout the state as needed. This work may be performed remotely within the defined workweek, utilizing on camera virtual meetings.

These are daily conditions.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures:

Federal Regulations (including but not limited to Medicare and Medicaid regulations and Health Insurance Portability and Privacy Act)

Oregon Revised Statutes

Oregon Administrative Rules

Federal laws, rules and funding requirements relating to oral health treatment and services;

OHA/Coordinated Care Organization Contracts

State laws, rules, and contract requirements relating to oral health services

Departmental and office policies and procedures;

Local requirements as appropriate.

Trauma Informed Approaches.

b. How are these guidelines used?

- These guidelines provide basic data for ongoing management and establishing, monitoring, and coordinating program policies and procedures for the assigned programs within the legislatively approved budget.

- Program budget, expenditure and utilization print outs and reports, plus program operations claim status and error reports related to assigned medical program and services areas.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Who Contacted	How	Purpose	How Often?
Consumers and persons with lived experience	Virtually, telephone, in person, email	Listen to identify opportunities to improve services and programs to create a simple, meaningful and responsive system	Daily, Weekly
HSD Staff, Medicaid Providers and representatives, other State Agencies, Centers of Medicare and Medicaid Services, Other DHS Staff Members, State Personnel, the Public, Legislative staff, Attorneys, News Media and Professional Associations	Telephone, In Person, In Writing	Collect information and data, coordinate policies, provide and receive direction, consultation, clarify policy, enforce regulations and negotiate agreements.	Daily/As needed

SECTION 7. POSITION-RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions:

- Always determine the impact of programs, policies, operations, budgets, and all other aspects of the program on health equity. Ensure decisions prioritize the equitable distribution or redistribution of resources and power and recognize, reconcile and rectify historical and contemporary injustices.
- Develop and make recommendations of complex policies.
- Research, recommend and put procedures for coordination of projects, programs, and other functions within HSD.
- Recommend improvements to HSD services programs and streamline processes.

The decisions in this position require a high degree of complicated conceptual and analytical thinking and knowledge of medical procedures, programs, practices, standards, and budgets. These decisions significantly influence how expenditures for the affected program assure access to quality care and stay within the budget mandates.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Classification Title	Position Number	How	How Often	Purpose of Review
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Health Policy & Program Manager 2	1021908	Informal staff meetings and/or individual meetings	Varies as needed, daily, weekly, monthly	Input and exchange of information. Review of work, projects, and function of the position.
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SECTION 9. OVERSIGHT FUNCTIONS

a. How many employees are directly supervised by this position? 0

How many employees are supervised through a subordinate supervisor? 0

b. Which of the following activities does this position do?

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|--|---|
| ☐ Plan work | ☐ Coordinates schedules |
| ☐ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring |
| ☐ Responds to grievances | ☐ Gives input for performance evaluations |
| ☐ Disciplines and rewards | ☐ Prepares and signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification.

All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.

No additional requirements

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Operating Area	Biennial Amount (\$00,000.00)	Fund Type

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date



Appointing Authority Signature

Mar 11, 2024

Date