



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
03/19/2025

This position is:

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

Agency: Oregon Health Authority

Division: Office of Data Strategy & Operations Division

☒ New ☐ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Operations & Policy Analyst 3
- b. Classification No: C0872 c. Effective Date: _____
- d. Position No: 1025393; 000000161873
- e. Working Title: Senior Business Systems Analyst: Mainframe Migration (Financial)
- f. Agency No: 44300
- g. Section Title: Office of Data Strategy & Operations/MMIS Unit
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem/Marion-Portland/Multnomah; Hybrid
- j. Supervisor Name: Bob Costa
- 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 Medicaid 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:

Health Equity:

- Addressing the clinical and social conditions, as well as the historical and contemporary injustices, which undermine health, so everyone can reach their full health potential.
- Considering the diversity of Oregon’s communities as we make decisions about how policy and practice are developed, and how resources are distributed.
- Respecting diverse cultures, populations, histories, and health practices; ensuring a diverse workforce and inclusive work environment.

Service Excellence:

- Exceeding expectations and being committed to delivering responsive, efficient, and effective solutions.

Integrity:

- Being accountable for maintaining the highest standards and outcomes in all aspects of our work; being a good steward of public trust and resources.
- Ensuring decisions are informed, fiscally responsible, open, and easily understood.

Leadership:

- Ensuring every employee has the ability and opportunity to help make changes that improve health and transform health care.
- Leading improvement in health through innovative strategies and creative solutions.

Partnership:

- Seeking out, listening to, and collaborating with partners across diverse communities; respecting internal and external ideas and opinions.
- Working with key invested partners and communities to protect and promote the health of all people in Oregon.

Innovation:

- Not being satisfied with the status quo and seeking new and better ways to meet the needs of the people we serve with creativity and openness.
- Pursuing opportunities to develop new evidence to evolve our practices.

Transparency:

- Communicating honestly and openly, ensuring our actions are upfront and visible.
- Providing 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, Behavioral Health Division, Medicaid Division, Health Policy, and Analytics, Fiscal and Operations, and the Oregon State Hospital. Within the Agency Operations Division, the Office of Data Quality & Operations Section is responsible for operationalization of Medicaid and Behavioral Health policies into the various systems that are overseen by OHA. Among those systems is COMPASS and the Medicaid Management Information System (MMIS).

The Office of Data Strategy & Operations administers two programs - the Compass and Business Systems Unit teams. Overall, the ODSO team is responsible for maintaining and improving technology and data in OHA and working to help OHA become more strategic in its expenditures to improve data and technology. The Business Systems Unit team is responsible for coordinating, monitoring, and evaluating needs associated with the systems comprising the Medicaid Enterprise System (MES): The Medicaid Management Information System (MMIS) and Medicaid Modularity. The team works to support the OHA efforts to help identify and monitor the elimination of health inequities.

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:

This position is part of the MMIS Business Services Unit team that supports efforts with contractors and business owners to operate and maintain the Medicaid Management Information System (MMIS) for the State of Oregon. This position's primary purpose is to provide consultative advice on the mandated and business-critical changes and activities associated with the Mainframe Modernization Project and the MMIS. This position will lead the efforts on system changes in MMIS related to the Mainframe Modernization project by developing a crosswalk between Mainframe system and business functions as they relate to the MMIS.. This position will serve on a larger project team for the mainframe modernization efforts and will be responsible for operationalizing mainframe processes into MMIS. This position will lead the MMIS change request work associated with this project.

The first phase of the Mainframe Modernization Project will focus on Provider & Client Payment Systems that are currently housed in the Mainframe system. This position will direct MMIS-related plans and objectives to ensure that mainframe configuration can translate over to the MMIS. This position serves an integral part in developing the financial configuration in conjunction with the Office of Financial Services to ensure that financial processes associated with each payment system can function within the MMIS according to design specifications. This position is responsible for the coordination of various OHA and DHS participants in the identification of business processes and needs for the MMIS. This position supports the OHA and ODHS decision making process for changes to the MMIS, including detailed requirements, design, testing, and business process improvements that specifically involve work in the Mainframe project.

This position will carry over beyond the initial project to maintenance and operations work related to the MMIS to maintain, monitor, and modify the MMIS for future modernization efforts. This position will also address issues and improvements related to the efforts that impact the MMIS Modularity project as well since both the Mainframe Modernization efforts will ultimately

impact the MMIS Modularity work.. This position will maintain current processes and oversee future change requests related to this work for the MMIS. This position will also serve the broader MMIS BSU team for work related to the financial subsystem in MMIS and to be the lead on any work related to the MMIS Modernization effort.

The functions of this position require extensive knowledge and experience with federal, state, Oregon Health Authority and Department of Human Services rules, regulations and procedures related to Title XIX, Medicaid and Oregon Health Plan programs.

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
At all times			<p>Align Conduct with OHA’s Values and 2030 Strategic Goal</p> <ul style="list-style-type: none"> • Demonstrate awareness, understanding and alignment in service delivery with the OHA Core Values of Health Equity, Service Excellence, Integrity, Leadership, Partnership, Innovation, and Transparency. • In addition to the cultivation of equitable practices across all aspects of the position description, learn and apply knowledge and skills to interrupt systemic racism and oppression of groups most impacted by historical and contemporary racism and social injustices. • Demonstrate recognition of the value of individual and cultural difference; demonstrate evidence of ongoing development of personal cultural awareness and humility; contribute to an inclusive work environment that is respectful and accepting of diversity and where talents and abilities are valued. • Contribute to a positive and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. • Model professional behavior. Interrupt and report inappropriate behaviors, especially those in violation of policy. • Promote and actively participate in OHA’s 2030 goal of eliminating health inequities. • Hold awareness and be attentive to the direct and indirect accountabilities and opportunities within the Medicaid Division to positively impact and influence the goals,

			<p>strategies, actions, and measures outlined in OHA's strategic plan (2024-2027).</p> <ul style="list-style-type: none"> • Use language that promotes equity, engagement, asset-framing, and power-sharing; when crafting written content or correspondence, reference and adhere to equity-centered communication guidelines outlined in the ODHS/OHA Writing Style Guide.
25%		E	<p>Medicaid Business Assessment & Analysis for MMIS:</p> <ul style="list-style-type: none"> • Lead the efforts in developing a crosswalk between Mainframe system and business functions as they relate to the MMIS. • Define system functionality necessary to connect with current mainframe data and lead the efforts to bring migration data into the MMIS. • Oversee the collection of data to ensure all business needs are clearly and correctly identified in the requirements gathering process. • Lead and facilitate planning meetings with cross-functional stakeholder groups and interdisciplinary teams to identify, prepare, review, and analyze specific business process mapping, business needs, governing policies, rules, and laws. • Design decision processes and models to facilitate collaboration with MMIS project stakeholders to arrive at organizational improvements. • In collaboration with the various business partners, identify any necessary requirement changes and present changes to the Change Request Review Team meeting for consideration. • Conduct analysis of requirements to determine impact on project scope, cost, and business operations in your area of business responsibility for presentation and submission to the MMIS Prioritization Committee for consideration. • Prepare documentation and business cases related to MMIS change request efforts being presented at the MMIS Information Systems Management Committee (MMIS ISMC).
25%		E	<p>Medicaid Business Proposal & Process Analysis for MMIS:</p> <ul style="list-style-type: none"> • Conduct thorough research studies to evaluate departmental business operations, governing program regulations and statutes, legislative and executive intent, operating policies, rules, and business processes.

			<ul style="list-style-type: none"> • Serve on task forces, committees, and work groups to reach consensus and gain agreement with external stakeholders and other agencies to support proposals, policy, or procedural change recommendations. • Develop comprehensive evaluations proposals for departmental/legislative consideration for changes to support state and departmental philosophy based on probable political and public reaction to changes in operational practices. • Present recommendations/proposals orally and/or in writing to the agency leadership and business partners.
20%		E	<p>MMIS System Implementation and Operations:</p> <ul style="list-style-type: none"> • In the capacity of a Senior Business Systems analyst lead the efforts in collaboration with the MMIS contractor/vendor in MMIS development and implementation activities including: <ul style="list-style-type: none"> ○ Detailed Requirements Review ○ Design Review ○ Data Conversion ○ System Testing and Acceptance ○ User Training ○ System Operations • Coordinate key business partners, managers, and divisional staff to develop detailed plans, long and short-range operational goals and objectives. • Coordinate and facilitate the development of operational plans to accomplish these goals and objectives. • Take the lead in development of processes for systematic organization improvement as it relates to MMIS changes and functionality. • Collaborate with information system staff to automate business processes coming over from the Mainframe. • Coordinate or lead planning initiatives; develop process and procedures for divisional strategic planning, consult with senior management and program managers on the strategic planning process and methods. • Interpret and maintain knowledge of relevant federal, state administrative rules and regulations; coordinate and/or participate as needed in policy development and interpretation; ensure statutory compliance. • Coordinate the development and implementation of standards, methodologies, policies, and procedures to assure effective and efficient utilization of project resources.

			<ul style="list-style-type: none"> Participate as a Subject Matter Expert (SME) in the development and implementation of training modules as it relates to your assigned area of business responsibility to support the implementation of the MMIS. Training will be conducted by the contractor.
15%		E	<p>MMIS Project Management Support:</p> <ul style="list-style-type: none"> Lead all MMIS system project work as it relates to the Mainframe migration. Identify project risk and participate in the analysis and development of project risk mitigation strategy. Responsible for various business functional requirements. Coordinate and facilitate project activities with various project sponsors . Recommend changes to project plan in response to unforeseen changes or unexpected results. Participate in the review and evaluation of project deliverables.
10%		E	<p>Other MMIS and Medicaid Duties:</p> <ul style="list-style-type: none"> Assigns prioritize and monitor tasks. Monitor and track assignments to ensure all deadlines are met. Monitor and review work for correctness of content, conformance to standards. Provide support and make contributions to the process involving the direction concerning work procedures. Provide written and/or verbal instructions to staff. Orient new team members. Provide technical support and mentoring to staff daily. Identify needs for individual and/or team for equipment, supplies and/or training to ensure project staff has the essential materials to support the project in attaining its goals and mission. Schedule and hold regular team meetings dealing with problem identification and resolutions.
5%		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.

The person in this position will work a professional work week, Monday through Friday. Some evening and/or weekend work may be required, especially during legislative session.

The job requires frequent preparation, presentation, and/or response to technical and professional material against assigned deadlines. Work product can be highly visible, and of significant interest to legislative representatives, multiple partner groups and/or state agencies and associations. Workload and priorities fluctuate and can involve highly complicated, sensitive, and/or political issues. May experience stressful situations due to unchangeable project and program timelines.

This professional collaborative position relies upon positive, productive, and respectful engagement with leadership and subject matter experts within the Division, across the Agency / state agencies, representatives of local government / governor's office, and with key invested members, partners, and providers within Oregon communities.

Occasional local and in-state travel is required. Occasional out-of-state travel may be required. Occasional evening and weekend work may be required.

This work may be performed remotely (unless the agency's business and operational needs require in-person) within the defined workweek. A required quarterly in-person staff meeting is held which can be attended in person or virtually.

When working remote, the current structure relies upon Division issued equipment, utilizing the employee's internet network and activation of secure network software to connect to OHA's Virtual Private Network, and utilizing on camera virtual meetings.

Frequent contact and work with a variety of staff, colleagues, and partners in a variety of office, virtual and meeting room settings is expected. Open office environment or virtual environment with frequent interruptions while working on multiple projects simultaneously. Continuous use of computer and communication devices/ applications. Multiple communication streams including email, instant message, and cell phone. 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)
- National best practices and fidelity models promoted by key federal agencies
- Oregon Revised Statutes
- Oregon Administrative Rules
- Billing codes and practices, including HCPCS and CPT procedural codes, ICD-9 and -10 CM

- diagnosis codes, NDC codes as applicable, DSM-5, DC:0-5, and National Correct Coding Initiative
- Program budget, expenditure and utilization reports, program operations claim status and
- error reports related to assigned medical program and service areas
- OHA/Coordinated Care Organization Contracts
- State laws, rules, and contract requirements relating to Medicaid services
- Oregon Procurement Laws and Guidelines
- OHA/ODHS Human Resource policies and procedures
- Oregon Department of Administrative Services (DAS) policies and procedures
- Departmental and office policies and procedures
- Collective Bargaining Agreement
- Local requirements as appropriate
- OHA Tribal Consultation & Urban Indian Health Program Confer Policy
- Trauma Informed Approaches
- Organizational Effectiveness strategies
- Continuous Improvement strategies
- Oregon Revised Statutes (ORS)
- Medical Services Provider Guides
- State Medicaid Manual (Section 11)
- Waivers granted by federal government
- AFS Computer Guide
- AFS/SDSD Eligibility Manuals
- MMIS system manuals
- Medical Services Provider Guides
- State Medicaid Manual (Section 11)
- Waivers granted by federal government
- DHS Computer Guides
- SPD/CAF/AMH Eligibility Manuals

b. How are these guidelines used?

As parameters and reference to perform as an expert and to effectively consult and act as a liaison with leadership and staff in shaping, defining and prioritizing activities and priorities.

As parameters and reference to assure compliance with best practice and applicable laws, rules, policies and regulations and cost allocation. May also serve to guide strategic planning. The work of OHA is governed and administered within the context of these laws, rules and policies.

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.

Guidelines are used as reference materials to ensure that MMIS complies with Oregon policy and agency procedures and federal requirements. The person in this position must be familiar with these references and know when to consult them for guidance. New issuances must be studied for any applicable changes, and recommendations formed on how to incorporate changes into the MMIS.

This position must be familiar with these references and know when to consult them for guidance. New issuances must be studied for any applicable changes, and recommendations formed on how to incorporate changes into the MMIS. These reference materials are used to ensure that MMIS complies with Federal requirements, Oregon rules and agency policies.

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?
OHP recipients 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	Monthly, as needed
OHA Senior Management; Other State Agency Senior Management (ODHS, OYA, ODE, etc.)	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide and discuss information and data; collaborate and coordinate on policies and programs; provide and receive direction or consultation; answer questions; gather input; enforce policies, regulations and contracts; negotiate agreements	Daily, as needed
Policy Analysts	Phone/Person/Written	Gather and verify Information policy and processes	As Needed
System Analysts	Phone/Person/Written	Gather and verify Information policy and processes	As Needed
MMIS End Users	Phone/Person/Written	Gather and verify Information policy and processes	As Needed
Other State Agencies	Phone/Person/Written	Gather and verify Information policy and processes	As Needed
Outside Entities	Phone/Person/Written	Explain policy and processes	As Needed
OHP recipients 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	Monthly, as needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

- This position typically makes decisions whether an issue or desired business need pertains to functionality that is covered by the approved design of the MMIS. The impact of the decision is how to address the business need, whether it be through the defect, maintenance or change order processes.
- 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 on health care policies, operational changes, and system and process needs related to successful management of assigned Medicaid program areas.
- Monitor and recommend improvements to Medicaid services programs especially as it relates to MMIS.
- The decisions in this position require a high degree of complicated conceptual, critical, and analytical thinking as well as knowledge of medical/health programs, practices, standards and budgets. The person in this position must apply these skills and knowledge within the limitations and opportunities extant in state and federal law, rule, and guidance. These decisions significantly influence the management of expenditures and access to quality medical care for the Medicaid Management Information System (MMIS) for the state of Oregon.

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
Information Technology Customer Engagement & Support Manager 2 (ITCEMSM2)	1013978	Virtually, In person, Phone, Email, written form	Daily to Weekly, and as needed	Communicate updates on progress of major tasks and projects; Ensure project and program decisions meet federal, agency and user requirements; Promote quality assurance, strategic plan alignment, and equitable outcomes; Discuss and review goals, performance, expectations and training needs; Promote problem-solving and solution-seeking

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?
- | | |
|--|--|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules. |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges. |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring. |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations. |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepare 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.

Do not require any formal licenses and certifications unless necessary. Be willing to train and invest in hiring candidates that align with our agency's values, rather than prioritizing formal training and education.

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

This is a multi-faceted position demanding research, analytical and writing skills; a detailed knowledge of Agency rules, policies, procedures and the ability to carry out multiple assignments with little direction and meet deadlines. This position requires the ability to communicate clearly and concisely.

- Knowledge of Medicaid Management Information System (MMIS) relevant functions, processes and interfaces.
- Knowledge of the Medical Assistance program policies and procedures.
- Proficiency in oral and written communications.
- Personal computer skills (Standard Office Software such as: Microsoft Word; Excel, Visio, Microsoft Project, etc.)
- Knowledge of business process reengineering
- Ability to read, comprehend and interpret complicated rules, regulations, policies, and procedures.
- Ability to analyze systems, identify problems and recommend solutions.
- Knowledge of information systems development and implementation processes.

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

Date