



# NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Rule 109. In the absence of requests to meet addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

**ALLOCATE THE FOLLOWING POSITION(S):**

**Notice No:** 13  
**Fiscal Year:** 2009/2010  
**Posting Date:** 9/30/2009

ITEM #	DEPT/ DIVISION	# OF POSITIONS	BUDGETED CLASS/ SALARY GRADE	PROPOSED CLASS
1	DPH	1	0922 Manager I \$3,282.00 B \$4,188.00	0922 Manager I \$3,282.00 B \$4,188.00

**Working Title:** *Eligibility & Healthy San Francisco Enrollment Manager*

**Reporting relationships of subject position(s):** **MCCP File Number: 81-195**

**Reports To:** *0931 Manager III*

**Supervises:** *1 2909 Hospital Eligibility Worker Supervisor  
3 2105 Patient Services Finance Technician  
34 2908 Hospital Eligibility Worker*

**Position Summary:**

Responsible for administering the operations of the Department of Public Health (DPH) eligibility enrollment to the Healthy San Francisco Program and other state, federal and county healthcare eligibility programs. The position directly manages a total of thirty eight FTEs comprised of one 2909 Hospital Eligibility Worker Supervisor, three 2105 Patient Services Finance Technicians, and twenty five 2908 Hospital Eligibility Workers at the DPH Eligibility Enrollment Unit (EEU) located at the Community Health Network Bldg and nine 2908s stationed at the thirteen Community Primary Care (CPC) clinics. The 0922 will manage the schedule of a float pool of 2903 Eligibility Workers that provide registration, program enrollment, and point of service charge entry support to the 13 CPC clinics during staffing shortages. The position will develop training materials for new eligibility criteria in conjunction with other affected organizations; develop and deliver training materials to Hospital Eligibility Workers on INVISION system enhancements related to eligibility program changes; participate in One E App system customization for the Healthy San Francisco program; make recommendations and trouble shoot issues; participate in the One E App Operations Workgroup dedicated to developing materials and providing training; oversee, participate, and assign staff to testing and providing feedback on application functionality; update outreach tools to expanded patient population; develop policies and procedures, primary care information booklet content and other patient information materials. Furthermore, the position will coordinate and collaborate with other DPH departments to implement new payer programs, changes in eligibility or enrollments including CPC Clinics, Information Systems, Medical Records, Billing, Patient Education and Resources, Maternal Child Health and other organizations including Department of Human Services, Siemens, San Francisco Health Plan, San Francisco Community Clinic Consortium and SF Office of AIDS; participate and provide consultation to other departments such as medical staff, other DPH divisions, Healthy San Francisco, One E App (HSF Enrollment System) to problem solve and recommend solutions to difficult eligibility and system issues affecting payer benefit programs; and develop, implement and assist with in-service training and staff development programs in order to maintain high standards of performance and to upgrade skills in revenue enhancement.

**For additional information regarding the above proposed action, please call Cathy Abela at 415-557-4933; email [Cathy.Abela@sfgov.org](mailto:Cathy.Abela@sfgov.org)**

Request to meet on an item should be addressed to the Human Resources Director, 1 South Van Ness, 4th Floor, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date.

FAX'd copies will be accepted as timely with original to follow. Copies of this notice may be obtained from the Information Center, 4th floor, 1 South Van Ness or from DHR's website at: [http://www.sfgov.org/site/sfdhr\\_page.asp?id=102488](http://www.sfgov.org/site/sfdhr_page.asp?id=102488)

Appeal procedures for affected employees, the Municipal Executives' Association and the International Federation of Professional and Technical Engineers, Local 21, AFL-CIO are in accordance with separate agreements.

cc: All Employee Organizations; All Departmental Personnel Officers; Karen Taylor, MTA; Anita Sanchez, CSC; Harvey Rose, Budget Analyst; Carmela Villalica, HRD; Linda Cosico, HRD; Tinhha Luong, PPSD; Christina Fong, HRD; CS/RAS Team Leaders; HRD Support Services; CS/RAS File; MCCP File