### VISION, MISSION, AND VALUES STATEMENT

The vision of the California Health Benefit Exchange (also known as Covered California) is to improve the health of all Californians by assuring their access to affordable, high quality care. Covered California allows individuals and small businesses to compare plans and buy health insurance in the private market. Covered California provides purchasers with a more stable risk pool, greater purchasing power, more competition among insurers and detailed information regarding the price, quality and service of health coverage. It also streamlines access for individuals to programs that provide subsidies for health coverage. Covered California has dramatically increased the number of insured Californians, and is working to improve health care quality, lower costs, and reduce health disparities through operating an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

Covered California recognizes that its employees are its most important asset. Our employees are the vital link that ensures that Covered California’s vision, mission and values are fully realized. To this end, Covered California strives to ensure its workforce is drawn from the broadest segments of society and reflects the diversity of California so that we are poised to meet the present and future health care needs of the entire state’s population.

All employees are expected to work cooperatively with others, maintaining regular, consistent, predictable attendance, possess integrity, initiative, dependability and good judgment.

### 16. POSITION SUMMARY

Briefly (1-3 sentences) describe the main purpose and function of the position, reporting relationships and the organizational setting:

Under direction of the Chief Medical Officer, the Health Equity Officer will provide leadership, coordination and project management to help Covered California define, implement, and evaluate its strategies to achieve its mission of equitable access and to reduce disparities in clinical care and quality outcomes for all Californians. This strategy includes working with Qualified Health Plans to track, trend and improve disparities in care, recognizing the diverse cultural, language, economic, education and health status needs of those served by Covered California. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.
17. DESCRIPTION OF DUTIES

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<td>The Health Equity officer will provide leadership, coordination and project management for the overall program and policy development with a focused goal to narrow disparities in care. Reducing Health Disparities is part of Qualifed Health Plan (QHP) responsibility to implement Quality, Network Management, Delivery System Standards and Improvement Strategies. Will provide strategies to QHPs for successful improvements initially pursuant to Article 3 of Attachment 7 to the Covered California 2017-19 Individual Market Qualified Health Plan Issuer Contract regarding Reducing Health Disparities and Ensuring Health Equity. Works with Plan Management colleagues to support QHPs in implementing interventions to reduce disparities in care by: --regularly reviewing the public health literature, baseline data, and tracking trends to update Covered California staff and stakeholders, --understanding the evidence of the most common and significant disparities in care, and --developing reports on the interventions and strategies that have been shown to be effective and providing recommendations for discussion with Covered California leadership and QHPs This includes, but is not limited to disparities affecting populations who face barriers to affordable health care due to their race, language, national origin, gender or gender identity, sexual orientation, disability, economic status or health and informed by geographic variation.</td>
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<td>Responsible for the determination, compilation and tabulation of statistical data and measurement methodologies to facilitate identification and trends in gaps in care, provision of preventive services and clinical outcomes. This responsibility will be fulfilled based on evaluation of data submitted by Qualified Health Plans as well as the Covered California data warehouse. Periodically, reviews measurement criteria and recommends additional criteria based on data. Develops, tests and refines in coordination with QHPs reporting tools to maximize comparability of data across plans. Reviews and provides feedback to plans on data submitted to ensure quality and usability of data. Works with QHPs to gather comparison data for other lines of business. Provides evidence of successful interventions to the Qualified Health Plans in an effort to provide tools to narrow disparities. Informs the development of intermediate milestones in the reduction of disparities based on national benchmarks, analysis of variations in California performance, best existing science of quality improvement and effective engagement of stakeholders. Serves as the Health Access and Equity subject matter expert representing Covered California at meetings, conferences, task forces, etc. on Health Equity and Disparities in care. Engages with the Plan Management Advisory Group and other key stakeholders within Covered California and across the state to identify their concerns as a key input in designing strategies to address disparities in care.</td>
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<td>Engages with state and national governmental entities and community-based organizations. These include but are not limited to the Office of Health Equity at the California Department of Public Health (CDPH), California Department of Health Care Services (CDHCS), the Office of Minority Health at the U.S. Department of Health and Human Services, the Centers for Medicare &amp; Medicaid Services (CMS) and the Centers for Disease Control and Prevention (CDC). The purpose is to identify priorities and provide recommendations for reducing health and health care disparities in California policies, strategic planning, research and analytics, and intervention activities. Coordinates when appropriate with the California Health in All Policies Task Force in the CDPH Office of Health Equity to incorporate policy and principles of the Health in All Policies approach into multiple program areas of Covered California such as outreach, marketing, and health care quality.</td>
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<td>Facilitate meetings, documents results, prepares and regularly updates associated plans, goals and objectives, reports, and implements program changes needed to achieve objectives. Contributes the development of regular updates on progress in implementing Qualified Health Plan Quality Improvement Strategies to the Plan Management Advisory Group, the Executive Director and the Board.</td>
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18. SCOPE AND IMPACT

a. Responsibility for Decisions and Consequence of Error – Describe the level of independence exercised and the consequence of actions taken by this position.

The Health Equity Officer reports directly to the Chief Medical Officer and partners with peers and supports leaders from QHPs in honing and implementing strategy to reduce disparities in care. This role manages the process to ensure the quality of medical care impacts all enrollees regardless of socioeconomic status. Equity in assuring quality of care is paramount to Covered California's mission.

b. Administrative Responsibility – Describe the position’s management responsibilities, including the size of the operating budget.

The position is structured as an independent contributor without direct responsibility to supervise staff or manage a budget. Administrative Responsibility includes measuring care to address health equity, recommending measures for improvement, and working with Covered California staff and Qualified Health Plans for successfully narrowing disparities.

c. Supervision Exercised – List the classifications supervised by the position, both directly and indirectly.

None

d. Personal Contacts – List the internal and external contacts with whom the position regularly interacts.

Internal:

Plan Management staff and Quality teams.

External:

Consumer advocates who participate in Plan Management Advisory Group as well as public health experts. Qualified Health Plans, Department of Public Health, U.S. Department of Health and Human Services

19. PHYSICAL AND ENVIRONMENTAL DEMANDS

Describe the position's physical exertion requirements and environmental demands.

WORK ENVIRONMENT

Work in a climate-controlled, open office environment, under artificial lighting; exposure to computer screens and other basic office equipment; work in a high-pressure fast-paced environment, under time critical deadlines; work strenuous and long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak enrollment periods, may be required to work overtime; appropriate dress for the office environment.

ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; Frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders.

Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

20. WORKING CONDITIONS AND REQUIREMENTS

Specify the working conditions applicable to this position.

High Rise Office Building: ☑️ No ☐ Yes

Work Schedule/Hours:

Monday to Friday 8am-5pm

Travel Requirements:

Occasional travel to offsite meetings.

Other:

N/A