

PHARMACY COORDINATOR IN PITTSBURGH, PA

SEEKING CANDIDATE TO PROVIDE FRONT LINE STAFF GUIDANCE, ENSURES EFFECTIVE AND EFFICIENT DELIVERY OF PHARMACY CALL CENTER SERVICES.

ABOUT OUR COMPANY:

With over 20 years of experience in supporting corporate and federal recruitment, workplace mentoring, and technology accessibility initiatives, Bender Consulting Services, Inc. is the leading national expert in disability employment solutions for private and public sector employers. To learn more about how to start your career with Bender Consulting Services, Inc., please visit our website at www.benderconsult.com.

HOW TO APPLY:

To apply for consideration for the following career opportunity for people with disabilities, please visit www.benderconsult.com/careers/submit-resume and complete the electronic form.

POSITION DESCRIPTION:

- Communicate effectively with physician and pharmacy network providers to ensure that the needs of the provider and plan member are addressed in a courteous, helpful and timely manner.
- Interact with staff to implement processes and problem solving.
- Respond to drug benefit design inquiries or exception requests and evaluate/direct daily workflow within the department.
- Prioritize requests for drug authorizations or denials, review of prior authorization criteria for drug products.
- Take necessary steps to perform a complete and accurate evaluation of all non-formulary drug exception requests prior to approval, authorization or claim override.
- Search member claim history profile and recommend formulary alternatives wherever feasible.
- Contact physician network provider to obtain necessary and/or additional information when necessary.
- Consult with staff clinical pharmacist for guidance and assistance as necessary.
- Document all authorizations and denials completely, accurately, and in accordance with timelines as defined by state and federal regulations to ensure appropriate notification issuance to prescribing physician and impacted member.
- Populate all authorization and denial information fields within the computer information system.
- Enter all authorizations into the computer information system to allow claim adjudication.
- Identify and report improper coordination of benefit billing practices through paid claims review.
- Participate as pharmacy representative in onsite member appeals and grievances sessions.

QUALIFICATIONS:

- Associates degree preferred.
- Experience in pharmacy prescription claims processing/submission/payment.
- Preferred pharmacy technician certification certificate.
- Preferred experience working in a managed care medication formulary management environment.
- Preferred working knowledge of retail pharmacy and/or third party prescription processing.
- Preferred strong background and understanding of medications and formulary terminology.
- Familiarity with multiple Medicaid drug benefit design offerings and rules/regulations across multiple states. Must also be familiar with Medicare drug benefit design offerings that may differ by state, while being familiar with applicable federal rules/regulations that remain consistent throughout the nation.
- Excellent computer skills such as working knowledge of Microsoft Outlook, Word, and Onbase.
- Excellent interpersonal, communication and attentive listening skills