

Job Description: Patient Care Pharmacist – Level I

Position Summary:

Patient Care Pharmacist (L1) is responsible for partnering with physician offices while working under the direction of a department lead/supervisor/manager. He/she will be responsible for partnering with Level II and III PCC's in coordinating care and processes between various stakeholders such as pharmacies, patients, prescribers, payors and other third parties.

Reporting Relationships:

This position reports to the OBPM Manager

Responsibility

- Conduct calls with pleasant and friendly demeanor. Handles or triages the call appropriately. Manages and handles all incoming faxes appropriately and efficiently.
- Conduct Prior Authorization Follow Ups with the Insurance Company to obtain Status Update and Document Calls.
- Manages communication with payers to resolve issues and to provide updates of patients and prescription status. Completes pharmacy benefits investigations for specialty patients and resolve any payer rejections, such as high dollar review, prior authorization coordination, and appeals.
- Enrolls and coordinates patient financial assistance and support services.
- Case Quality Assurance of BPO Process
- Complete Prior Authorization Forms for Review and Submission.
- Quality Check – Data Entry.
- Prepare Case Status and Case Aging Report for the US Team.
- Conduct Case QA.
- Conduct Data QA in KETU.
- Willing to work in night shifts (US shifts).
- Maintains compliance with company policies and procedures, and complies with all laws regulating pharmacy services. Maintains all PHI according to HIPAA rules.
- Performs other duties as assigned by the department lead/supervisor/manager.

Qualifications

- Education: Bachelor of Pharmacy from reputed organization
- Must have an expert level proficiency with MS Office, Outlook, Excel, Word, PowerPoint, pharmacy dispensing systems, internet, web-based applications, and other office equipment. We are a technology company looking for tech savvy work force.
- Excellent verbal and written communication
- Ability to work in a fast paced environment and multi-task on a daily basis.