



Pharmacy Technician

Summary:

The Pharmacy Technician performs technical and nonjudgmental functions related to the prescription dispensing process. Pharmacy Technicians will also learn prescription drug benefit plan design aspects which impact adjudication activities. All activities will be completed under the supervision of a pharmacist in compliance with applicable state and federal laws and regulations. A variety of technical and clerical assignments outside of the actual prescription dispensing process will also be completed.

Essential Duties and Responsibilities:

A Pharmacy Technician will be considered fully competent after developing knowledge and skill in two distinct areas of workflow. Training in adjudication will only begin after the Pharmacy Technician's work demonstrates competency in all duties or responsibilities in the production environment. The Pharmacy Technician will be expected to perform other duties and responsibilities as required or assigned outside of those listed below.

Production (Prescription Fulfillment)

1. Completes fulfillment of prescription drug orders by selecting the correct drug product, counting or reconstituting, and labelling of product.
2. Assists with inventory control. This includes wholesaler ordering, wholesaler returns, resolving drug backorders and recalls, stocking and cycle counts, processing expired drug product for return to a reverse distributor, and assisting in quarterly physical inventory.
3. Prepares and packages completed prescription drug orders for shipping.
4. Completes cold chain packaging for refrigerated prescription drug orders.
5. Completes maintenance and filling of the robotics and other pharmacy automation.
6. Assists with requisition and storage of packaging, shipping and prescription supplies to maintain sufficient inventory in stock.
7. Assists with retention of records related to pharmacy practice including prescriptions, wholesaler records, inventories, and other internal quality forms.
8. Understands and manages clean and exception production queues.

Adjudication (Prescription Data Entry and Claim Submission)

1. Creates and updates Member profiles including address, contact, allergy, health conditions, and payment information.
2. Accurately enters new prescriptions in accordance to applicable formulary, special approval or prior authorization, ensuring all necessary information is complete and in conjunction with coverage limitations and eligibility into the pharmacy management system.
3. When processing new prescriptions reviews the Member's drug profile and inactivates any previous prescriptions which have refills remaining.
4. Processes refill prescriptions information into the pharmacy management system.
5. Evaluates claim payment accuracy and investigates errors in submission to insurance and other third party insurance coverage and prescription related issues.
6. Contacts doctor's offices for clarification necessary to fill a prescription and also regarding approval for prescription refills.
7. Manages all adjudication queues to ensure orders are expedited in a timely manner.

Qualifications:

- High School diploma or GED required.
- Certified Pharmacy Technician, licensed through the Pharmacy Technician Certification Board (PTCB).
- Ability to work varied shifts, weekends and holidays to meet industry demands.
- Possess considerable knowledge of drug names, medical terminology, pharmaceutical calculations and different pharmacy work areas and equipment used.
- Requires a minimum of 1 year of experience working in a pharmacy.
- Demonstrated ability to work effectively with Members, staff and physicians.
- Industry experience in the healthcare or mail order/specialty pharmacy is preferred.
- Experience with employee benefits and claims resolution is a plus.
- Basic computer skills and experience with Microsoft Word and Excel.
- Requires excellent communication skills (written and verbal).
- Must be detail oriented, organized and have a sense of urgency to meet service level performance objectives in a fast paced environment.

Physical Demands:

Exposed to a normal office environment. Lifts carries and /or pushes/pulls various items (bags, boxes, carts, etc.) while using proper technique. Must be able to lift up to 35lbs. from floor to chest level, and lift and carry up to 35 lbs. at waist height a reasonable distance. Must be able to sit or stand up a majority of work day (8-10 hours) or sit for long periods of time depending on the needs of the pharmacy operation and call center. Must have functional speech, vision and hearing. Operates all equipment necessary to do the job.