

## Clinical Prior Authorization Technician Job Description

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<b>Department:</b>	Clinical	<b>FLSA Status:</b>	Exempt
<b>Reports to:</b>	Director of Clinical Programs	<b>Position Type:</b>	Full-time
<b>Location:</b>	Milwaukee, WI	<b>Travel Required:</b>	0%
<b>Approved By:</b>	Senior Vice President	<b>Approved Date:</b>	1/2/18

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### Position Summary

The Clinical Prior Authorization Technician works at the direction of clinical pharmacists in performing daily activities to support clinical pharmacy initiatives including the prior authorization review process, maintenance of the prior authorization management solution, as well as additional administrative and project-related functions within the Clinical Department while maintaining a balance of productivity, quality, and timeliness of job accountabilities.

### Essential Duties and Responsibilities

1. Initiate and coordinate prior authorization requests in the automated prior authorization system.
2. Act as a liaison between the Clinical Department and members, providers, pharmacies, and internal departments and respond to inquiries regarding status of prior authorization requests.
3. Assist with internal and external reporting requests and summarize internal program statistics.
4. Execute reporting matrix of key prior authorization metrics for presentation to department and management upon request.
5. Maintain prior authorization management solution, including:
  - a. Interpretation and application of prior authorization guideline revisions.
  - b. Configuration and quality assurance of clinical criteria, decision scenarios, and other elements.
  - c. Software release testing.
  - d. Collateral revisions.
  - e. Development and maintenance of notification templates in compliance with client plan language and other regulatory requirements.
6. Compare prescription claims data against requested parameters and summarize/present results or recommendations.
7. Develop and maintain departmental desk-level procedures, training materials, and related documentation. Train on prior authorization management system updates as directed.
8. Perform other duties as assigned.

### Preferred Education and Experience

- High School diploma or GED.
- 1+ year(s) minimum of recent Pharmacy Technician experience within a Managed Care/PBM/healthcare provider setting.
- 1+ year(s) minimum of prior authorization experience or related software configuration/maintenance experience.
- 1+ year(s) reviewing and evaluating data sets.

**Required Credentials / Licensing / Certification**

- Certified Pharmacy Technician (CPhT) certification.

**Competencies**

- Proficient in Microsoft Office.
- Coach and train employees.
- Manage and prioritize work effectively with minimal supervision.
- Ability to interact with all levels of internal and external business partners, which includes superior written and verbal communication and public speaking/presentation skills.
- Problem-solving skills.
- Flexibility and resilience.
- Fosters continuous improvement and innovation.
- Detail oriented and produce accurate results.

**Physical Demands**

- Sitting for extended time periods (between 8-10 hours/day).
- Operate typical office equipment such as a computer, telephone, copy machine, etc.