

Adjudication Technician I Job Description

Department:	Pharmacy Services	FLSA Status:	Non-Exempt
Reports to:	Director of Member Services	Position Type:	Full-time
Location:	Milwaukee, WI	Travel Required:	0%
Approved By:	President/CEO	Approved Date:	November 11, 2020

Position Summary

Process new and refill prescription orders and resolve prescription discrepancies for fulfillment and billing and assist patients with their prescription orders and other benefits, and complete other administrative support tasks such as reporting for pharmacy operations. All activities are conducted under the supervision of a pharmacist in compliance with applicable state and federal laws and regulations.

Essential Duties and Responsibilities

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.

1. Accurately process patient prescriptions. Enter the prescription into the pharmacy management system and into the correct patient profile. Determine the fill date of the prescription. Submit prepared prescriptions to the patient's insurance and evaluate claim payment accuracy. Send prescriptions to the pharmacist for review before fulfillment.
2. Call patients to obtain missing information that is required to complete fulfillment. Email or mail letters to patients to obtain information based on policy. Answer Level 1 and 2 inbound phone calls to assist the call center when necessary.
3. Create new patient profiles in the pharmacy management system to include demographic information, allergy and medical diagnosis history, over the counter medication history, and insurance information.
4. Process prescription refills to include creating an order, assessing any special requests for specific prescription fulfillment to ensure accurate filling and shipping, and sending the order to the pharmacist for review.
5. Contact prescribers to resolve prescription discrepancies to accurately process the prescription.
6. Process pharmacy order exceptions to include investigating failed claims, submission errors, and other order issues inhibiting the pharmacy from being able to process a prescription. Contact patients to resolve discrepancies, start the prescription prior authorization process, and contact third party payers to obtain prior authorization status.
7. Run billing reports, audit cleanup reports, and profile cleanup reports.
8. Assist patients in obtaining manufacturer coupon cards to lower their copays and obtaining free blood glucose testing meters.
9. Maintain security of paper and electronic patient health information in accordance with regulations, policies, and procedures such as HIPAA.
10. Perform other duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

- High school diploma or GED. Associate's or bachelor's degree. (preferred)
- At least six months experience working in a pharmacy completing prescription data entry tasks and having direct patient contact or at least one year of experience working in the Serve You Rx pharmacy as a fulfillment technician.
- One year of customer service in-bound call center experience where operational standard processes, technologies, and metrics were used in a related field to include employee benefits and/or pharmacy/prescription drugs, or similar experience. (preferred)

Credentials / Licensing / Certification

- An active and valid Certified Pharmacy Technician license, licensed through the Pharmacy Technician Certification Board (PTCB) that is in good standing with no restrictions.

Competencies

- Basic knowledge Microsoft Office Professional, in particular Outlook, Word, and Excel.
- Clear and concise communication with strong written and verbal communication skills to include being able to effectively explain concepts to members and providers.
- Ability to read and understand common benefit terminology.
- Solid detail orientation to produce a high degree of accurate results.
- Demonstrated ability to follow standard procedures with a high attention to detail.
- Respect and discipline for confidentiality.
- Ability to stay focused on assigned work and be engaged with every caller.

Physical Demands

- Occasionally lifts/pulls/carries up to 25 pounds.
- Frequently required to stand, sit, talk and hear, and use hands to handle, or touch objects or controls.
- On occasion the incumbent may be required to stoop, bend, kneel, or reach above the shoulders.
- Operate typical office equipment such as a computer, telephone, copy machine, etc.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Regular mental demands such as comprehension, reasoning, decision making, and basic math skills.

The mental and physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Environment

- Continuous work in an office setting with moderate noise exposure.

The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.