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GEISINGER HEALTH SYSTEM DEPARTMENT OF HUMAN RESOURCES JOB DESCRIPTION

TITLE:	Coordinator, Pharmacy Reimbursement	JOB CODE:	3347
FAMILY/GRADE:	50 Financial Support / 14	FLSA:	Non-Exempt
DEPARTMENT:	System Therapeutics	LOCATION:	GMC Campus

JOB SUMMARY:

Serves as a liaison between the physician, patient, case worker, business service coordinator and the pharmaceutical manufacturers regarding the reimbursement, replacement, or provision of free medications to patients utilizing medication assistance programs for the uninsured, under-insured, indigent and for those who have exceeded their maximum level of insurance coverage. Monitors high cost medications for appropriate reimbursement with the assistance of the Director of Pharmaceutical Utilization Management. Communicates to the appropriate ambulatory and inpatient personnel billing codes for new medications as they are added to the Geisinger formulary. Serves as a resource regarding eligibility criteria, enrollment requirements and contacts for all pharmaceutical manufacturer's medication assistance programs.

Works under the direct supervision of the GWV Pharmacy Manager, System Therapeutics and in conjunction with the Director, Pharmaceutical Utilization Management.

MAJOR DUTIES AND RESPONSIBILITIES:

*1. Develops and implements the Geisinger Health System (GHS) medication assistance program for eligible patients (e.g. uninsured, under-insured, indigent care and patients)

who have exceeded maximum level of insurance coverage for medications).

*2. Learns and understands the eligibility criteria and enrollment requirements of the various pharmaceutical companies' medication assistance programs.

*3. Maintains knowledge of various information resources available regarding pharmaceutical company-sponsored medication assistance programs (e.g. internet sites, medical references, etc.).

*4. Serves as a liaison between the physician, patient, caseworker, business service coordinator and the pharmaceutical company regarding medication assistance programs.

*5. Provides assistance to the customer regarding the completion of the proper paperwork for enrollment in the program.

*6. Communicates to the various customers the outcome of a patient's application for medication assistance and coordinates the resolution of the patient's account with appropriate business service coordinator regarding drug charges.

*7. Assists with the communication of new billing codes to the appropriate people as new medications are added to the formulary.

*8. Reviews and analyzes Geisinger's patient financial service reports to ensure correct coding, correct reimbursement, or the need to investigate appropriate indigent care programs.

*9. Monitors high-cost, targeted medications to ensure appropriate reimbursement. Communicates with appropriate business service personnel to help resolve issues that arise.

*10. Educates other healthcare providers and ancillary service personnel on current reimbursement issues regarding medications that are part of the medication

assistance
program.

*11. Maintains a database of the local pharmaceutical representatives and the medication assistance programs available.

*12. Completes, updates and corrects database files for all patients interviewed. Reports monthly results of all patients interviewed as to their results.

*13. Maintains confidentiality of patient information. Assures proper authorization before releasing information.

14. Ensures compliance with federal, state and other third party billing requirements including patient authorizations for the release of information and coordination of benefits.

15. Provides courteous and efficient service to all customers.

16. Attends business service coordinator meetings as needed to keep them informed of eligible medications for the program, as well as establishing working relationships.

17. Performs other duties as required or assigned by emergency or other operational reasons for which the employee is qualified to perform.

*Denotes essential job duties.

SKILLS AND ABILITIES:

Demonstrated ability to learn various GHS billing systems.

Demonstrated excellent mathematical skills (percentages, ratios, etc.), clerical skills, and the ability to communicate effectively.

Demonstrated ability to develop and implement programs.

Demonstrated working knowledge of Microsoft Excel, Word and database.

Demonstrated knowledge of medical terminology and medication names.
Knowledge of third party billing preferred and ICD-9 and MCPT coding helpful.

EDUCATION AND/OR EXPERIENCE:

Associates Degree with 1-2 years professional experience utilizing computer skills including spreadsheet and database required.

Minimum of 3-5 years experience may be substituted for an Associates Degree.

Minimum of 2 years interacting with patients and healthcare providers.

WORKING CONDITIONS/PHYSICAL DEMANDS:

Work is typically performed in an office environment.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements considered necessary to successfully perform the job.

REVISIONS:

Reviewed: 3/05

Revised: 2/04

Revised: 2/03

Devised: 5/00