

# **SAMPLE JOB DESCRIPTION**

## **Pharmacy Care Business Coordinator**

### **I. JOB SUMMARY**

The Pharmacy Care Business Coordinator is responsible for securing registration data based upon comprehensive data elements, financial education/counseling, insurance verification, provision of clinical information for pre-certification, authorization, and third party claims management. Interviews patient and arranges alternate methods of payment. Calculates patient co-payments and deductibles based upon benefits processing. Provides customer support and resolves problems that may arise as a result of customer inquiries. Supports the work of the department by completing reports and performing clerical duties as needed.

Additionally the Pharmacy Care Business Coordinator will be responsible for conducting payer discussions, financial audits, payer performance compliance, prepayment claims audit, CMS CERT audits, CMS Fraud, Waste, & Abuse audits, and auditing third party payer compliance. They must maintain knowledge of revenue cycle operations, third party reimbursement procedures & regulations, payer relations, claims adjudication, contractual claims processing, medical terminology, and an understanding of the 340B Drug Discount Program.

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### **II. DUTIES AND RESPONSIBILITIES**

- Drafts various correspondence letters and sends to referral source when necessary.
- Gathers and documents demographics, insurance information, needs assessment, and other data as needed.
- Identifies all patients requiring pre-certification or pre-authorization at the time services are requested or when notified by another hospital or clinic department.
- Performs medical necessity screening as required by third party payers and contacts insurance company or employer to determine eligibility and benefits for requested services.
- Contacts pre-certification company and effectively communicates clinical information in order to obtain authorization and/or certification for requested services.
- Communicates with the patient the anticipated self-pay portion (co-payments/deductibles/co-insurance) and establishes payment arrangements based on the Financial Policy and documents the financial resolution in the registration/billing systems.
- Participates in educational programs to meet mandatory requirements and identified needs with regard to job and personal growth.
- Participates in performance and quality improvement activities as assigned by Specialty Pharmacist Manager.
- Negotiates pharmacy reimbursement rates and language with payers, establishes strong relationships with staff members at the payer/insurance organization, and managing /maintaining pharmacy contracts.
- Responsible for periodically reviewing pharmacy contracts (at least annually) for updates or changes in contract language as well as seeking higher reimbursement rates.
- Manages customer service related phone calls or written requests related to pharmacy contracting issues and ensure timely resolution.
- Assists in oversight of compliance of the 340B Drug Discount Program.

### **III. QUALIFICATIONS**

#### Education and Experience:

- Bachelor's degree in healthcare administration or business related field **or** certified or eligible for certification by the Pharmacy Technician Certification Board
- Completion of 340B Certificate Program preferred

#### Knowledge

- Knowledge of all aspects of payer relations, claims adjudication, contractual claims processing and general reimbursement procedures at minimum
- Maintains knowledge of revenue cycle operations, third party reimbursement regulations, and medical terminology