



Posting Date: July 12, 2019

Pharmacy A/R & Call Center Specialist

FULL-TIME

PROVINCETOWN

SUMMARY/OBJECTIVE

At Outer Cape Health Services, it is our very basic belief that it is people who have made Outer Cape Health Services' growth and success possible and that we have been fortunate in employing people who take pride in the services we provide. Our goal at OCHS is to employ those who (1) always meet or exceed OCHS' standards; and (2) care enough to ensure that whatever they do, they do well.

ESSENTIAL FUNCTIONS

- Performs prescription claim reconciliation using established procedures, documenting properly in QS1 and other OCHS systems.
- Manages all live and desk audits for the Pharmacy.
- Prepares daily bank deposits.
- Updates and posts payments to NetRx.
- Sends pharmacy billing statements to patients as required.
- Performs internal audit functions for the 340B program.
- Manages inventory and invoicing.
- Works on payment appeals and denials.
- Follows up with insurance companies on incorrect payments.
- Ensure payments are posted to the correct patient accounts, any discrepancies are followed up and work with the accounting department on the month end AR balance to ensure the amount reported in the financial statements is accurate.
- Provide information for the year-end audit as requested by Finance Department.
- Keeps Pharmacy Director informed about audit and payment issues/projects.
- Mentors and trains other pharmacy staff on department workflows and QS1 functionality.
- Assists with Patient Assistance Programs, where applicable. Prepares prior authorization, via CoverMyMeds and communicate where needed with provider and patient.
- Performs other functions of the Pharmacy Call Center as required.
- Monitors fax inbox to ensure medication related faxes are handled in a timely manner.
- Prepares in accordance with pharmacy law and standards of pharmacy practice, outpatient RX's to be dispensed after pharmacist approval.
- Provides exceptional customer service and accommodate customer needs in a timely, efficient, and caring manner.
- Prepares telephone encounter as needed to providers, pharmacy staff or nurse.
- Answers telephone inquiries about medications, referring callers to pharmacist when necessary.
- Performs duties assigned by a licensed pharmacist. Areas of work are checked routinely for maintenance of quality control. Work is conducted in accordance with generally accepted standards of practice following departmental procedures and policies as outlined in the department operations manual.

ADDITIONAL DUTIES

- Other related duties and projects as assigned

CORE COMPETENCIES/CORE CLINICAL COMPETENCIES

- Pharmacy functional knowledge
- Ability to manage staff and pharmacy processes
- Ability to train and mentor staff
- Technical skills – computer/QS1
- Analytical and problem-solving skills
- Customer Service
- Attention to detail

REQUIRED QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Registered and Certified Pharmacy Technician license
- 3 or more years of pharmacy or medical experience
- Knowledge of medical and pharmacy terminology
- An understanding of pharmacy computer system operations (hardware, software, and operating systems), contracting, billing, and pricing
- Excellent computer skills
- Excellent customer service skills
- Able to work in a fast-paced environment
- Must be prudent, ethical, and credible and use good judgment.
- Effective communication skills and the ability to work collegially with a wide variety of professionals in a fast-paced health care setting
- Reasoning ability (logic) to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Maintain focus and exercise controls that will result in objectives being timely and adequately met.

PREFERRED QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Knowledge of and experience with QS 1 and eCW software
- Inventory and basic accounting knowledge

PHYSICAL AND MENTAL JOB REQUIREMENTS

- Exposure to:
 - Chemicals
 - Hazardous waste
 - Acidic or harsh substances
 - Infectious bacteria/viruses
 - Infectious diseases
 - Blood-borne pathogens
 - Bodily fluids
- Use of and/or subject to:

- Vehicle
- Light equipment
- Heavy equipment
- Moving mechanical parts
- Computers/monitors
- Confined spaces
- Vibration
- Physical requirements:
 - Occasional lifting/carrying up to 10lbs
 - Constant motor control
 - Occasional pushing up to 30lbs
 - Occasional pulling up to 30lbs
 - Occasional bending
 - Occasional squatting
 - Occasional kneeling
 - Occasional reaching
 - Occasional standing
 - Frequent sitting
 - Frequent walking
 - Frequent fine motor control
 - Frequent repetitive motion
 - Frequent finger dexterity
 - Constant grasping/holding
 - Frequent handwriting and typing
 - Constant visual perception
 - Constant visual inspection
 - Frequent hand/eye coordination
 - Frequent color distinction
 - Constant hearing
 - Constant speaking
 - Occasional smelling
- Mental requirements:
 - Understand and apply routine verbal and/or written instructions
 - Understand and apply non-routine verbal and/or written instructions
 - Understand complex problems and collaborate to explore alternative solutions
 - Organize actions to complete sequential and/or routine tasks
 - Organize and prioritize individual work schedule to manage multiple patients, tasks, and/or projects
 - Organize and prioritize the work schedules of others to manage multiple patients, tasks and/or projects
 - Make decisions that have an impact on the individual's work
 - Make decisions that have an impact on the immediate work unit's operations and/or services

- Make decisions that have significant impact on a department's credibility, operations, and/or services
- Make decisions that have an impact on the health and wellbeing of patients
- Communicate and exchange routine/basic information
- Communicate and explain a variety of information
- Communicate in-depth information for the purpose of interpreting, and/or negotiating
- Communicate complex medical information to patients and patient families
- Memorization/concentration
- Learning/knowledge retention
- Preparing/analyzing numerical figures
- Analyzing/examining/testing data
- Emotional/behavioral self-regulation
- Interacting with others

WORK ENVIRONMENT

- The functions of this role are conducted in a clinical environment.

HOURS OF WORK

- This role is paid on an hourly basis.
- The hours of work for this position are (Sunday thru Saturday):
 - 8am-4pm
 - 9am-3pm
 - 9am-5pm
 - 9am-5:30pm
 - 10am-6pm
 - 11am-7pm

AAP/EEO STATEMENT

Outer Cape Health Services is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities and conflict resolution.

It is also the policy of OCHS to take affirmative action to employ and to advance in employment, all persons regardless of their status as woman, minority or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

WE RECOGNIZE THAT THE DIVERSITY, TALENT, INNOVATION AND COMMITMENT OF ALL OF OUR EMPLOYEES CONTRIBUTE TO OUR STRENGTH AND ARE MAJOR COMPONENTS OF OUR SUCCESS.