



## POSITION DESCRIPTION

**Position Title:** Pharmacy Coordinator

**Dept:** Medical Director

**Reports To:** Pharmacy Manager

**Date:** July 2022

### **Skill Sets:**

High-level of interpersonal, verbal, and written skills. Must be detail oriented with strong organizational and time management skills; Ability to translate regulatory requirements into practice; Must be able to demonstrate strong analytic processing, critical thinking and problem solving abilities through identification of issues and recommendation of solutions; Ability to maintain high quality work and to manage multiple projects while ensuring strict deadlines; Ability to work independently and to manage time and tasks in environment of frequently changing and competing priorities; Proficient in Microsoft Office Suite.

**Education/Experience:** Associate degree in business administration, or related degree and 3 years' experience in working with data and analyzing reports required. Basic knowledge of State and Federal programs (Medical Assistance and Medicare) preferred, as well as Pharmacy Technician license or certification.

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### **Primary Function**

Utilize PBM systems to analyze data and monitor work; Coordinate with internal staff and PBM regarding pharmacy projects and issues. Communicate with PBM and assist with the implementation of new and existing DHS/CMS contractual requirements.

### **Essential Accountabilities**

1. Intake, route, and resolve pharmacy issues appropriately both internally and externally.
2. Track submission deadlines for various regulatory reports and assist Pharmacy Manager with reporting responsibilities
3. Provide outreach and education to pharmacies regarding identified pharmacy issues
4. Assist Pharmacy Manager with education and implementation of pharmacy benefits related to regulatory and contractual requirements
5. Monitor, trend, and analyze data, reports, and projects performed on South Country's behalf; develop, communicate, and evaluate recommendations/plans for improvement.

6. Interact and collaborate with other Departments (Compliance, Health Services, Operations, etc.) on a regular basis resulting in efficient resolution of member issues and timely project completion.
7. Establish and maintain an understanding of state, federal, and regulatory requirements pertaining to pharmacy and NCQA Utilization Management standards.
8. Assist in monitoring PBM for contractual compliance and prepare, assist, and participate in regulatory audits.
9. Maintain South Country policies and procedures related to pharmacy including annual review and update.
10. Participate as required at external meetings with Department of Human Services (DHS), Centers for Medicare and Medicaid Services (CMS), Third Party Administrators (TPA), and external vendors.
11. Perform other duties as assigned within the scope, responsibility, and requirements of the job.

**Qualification Requirements:**

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.

**Language Skills:**

Must be able to read and write in English.

**Mathematical Skills:**

Basic mathematical skills required. Ability to analyze trend, utilization, and general management reports preferred.

**Accuracy:**

High attention to detail is required of this position. Processes must be followed accurately to achieve compliance. The impact of errors or negligence could cause significant loss or waste of time. Errors could also have a significant effect on a member's ability to access services or relationships with business partners.

**Reasoning Ability:**

Must understand cause and effect relationships and be able to draw conclusions from data, regulatory requirements, and past practice; Performs advanced trouble shooting or analysis, involving complex and cross-departmental problem solving,

**Physical demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit, sometimes for extended periods of time. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 5 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

**Work Environment:**

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

The noise level in the work environment is usually low.

**Travel Requirements:**

This position will rarely travel to out-of-town meetings.

**Contacts**

This position has contact with several external agencies, including DHS, CMS, TPAs and several internal departments; Maintains satisfactory relationships; May include collaboration in implementing established policies.

**Financial Impact**

Responsible for ensuring contractual and regulatory requirements are met; Failure to comply with this contractual language could result in breach of contract resulting in financial penalty, sanctions and/or corrective action