

JOB DESCRIPTION

Job Title: Patient Services Representative –Prior Authorizations
Location: Miramar Florida
Reports To: Sr. Call Center Manager
FLSA Status: Non-Exempt

SUMMARY

Job Description Summary: Prior Authorization (PA) specialists ensure smooth patient case flow through our workflow process, while multitasking and taking initiative. This role primary function is to assist in the management of the initiation, submission and completion of an Rx PA request, while also maintaining accurate records of completed, pending & renewal requests.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- To safeguard, protect and always demonstrate proper handling of protected health information in accordance with all HIPAA laws and ProCare Rx policies/procedures.
- Maintain strict confidentiality of patient and call center related business.
- Responsible for research, follow-up and resolution of open & pending PA requests in a timely manner.
- Initiate & follow up on PA renewal requests as assigned.
- Process faxes queues, answer incoming client calls and adhere to all thresholds for PA management.
- Contact patients regarding PA outcome(s), copay payments & shipment scheduling.
- Maintain clear communication with patients and insurance companies.
- Demonstrate working knowledge of all facets of the role, relevant regulations & organizational and departmental policies & procedures.
- Data entry of call logs, important case notes and authorization details into CRM system.
- Verify the accuracy and quality of data entry & PA request prior to submission for review.
- Assess, prioritize and resolve client issues using good listening and comprehension skills
- Escalate issues to management as appropriate
- Perform other duties as assigned to support ProMod Rx PharmacyCare.

QUALIFICATIONS AND REQUIREMENTS

- Experience with insurance verification & prior authorizations is highly preferred
- Previous case management experience strongly preferred.
- Minimum 3 years of pharmacy or healthcare experience required
- Working in a fast paced environment for 1+ years is required
- Ability to manage PA cases from multiple clientele programs and follow program business rules.
- Proficiency with data entry functions required, Microsoft application knowledge preferred.
- Basic knowledge of medical terminology or ICD-10 codes and basic pharmacy sig codes required.
- Ability to work independently and on a team
- Excellent communication, problem solving and customer service skills.
- Strong organizational /interpersonal skills; attention to detail and the ability to multitask
- Ability to use multiple PC monitors and navigate through several software systems effectively.
- A minimum of 1 year of Call Center experience, both inbound and outbound call centers, preferred

EDUCATION

- High School Graduate required, College degree preferred
- FL State Pharmacy Technician registration required, PTCB National Certification preferred

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PHYSICAL DEMANDS

- Requires sitting, standing, and occasional light lifting.

I confirm that I meet or exceed the educational and experience requirements set forth herein.

Print Name

Signature

Date