



## Fitzgerald's 2022 Pharmacy Insurance Positions Survey

### Survey Job Descriptions

As this is a new survey, and we are getting it established, please use the functional areas and the job level as a guideline and not the deciding factor for job matching.

#### Account Management Positions

<b>100</b>	<b>Clinical Account Pharmacist</b>	<b>Experienced Professional</b>
<p>Responsible for building key relationships with physicians through regular office visits. Provides detailed analysis of individual prescriber profiles. Makes recommendations to physicians on ways to improve outcomes of prescription medicines. Provides project impact of prescribing changes as related to cost and quality, and supports physician financial risk improvement as related to prescribing. Supports benefit interpretation, claims processing issues, drug information questions, and sales support. Brings customer needs to the attention of company management and functional areas. BS degree in pharmacy and a current license to practice pharmacy required. PharmD preferred. Must be in good standing with the Board of Pharmacy. 3 years experience with current knowledge of managed care industry required.</p>		
<b>103</b>	<b>Clinical Account Pharmacist - Senior</b>	<b>Senior Professional</b>
<p>Works closely with key accounts, physicians, contracting, and data analyst teams to ensure consistent delivery of up-to-date prescription information and approved benefit programs to their clients. Ensures operations are standardized at the fullest extent possible. Supports benefit interpretation, claims processing issues, drug information questions, and sales support. BS degree in pharmacy and a current license to practice pharmacy required. PharmD preferred. Must be in good standing with the Board of Pharmacy. 7 + years experience with current knowledge of managed care industry required.</p>		
<b>105</b>	<b>Clinical Account Representative</b>	<b>Senior Para-Professional</b>
<p>Responsible for supporting management and clinical professionals on customer service issues, claims processing, departmental projects and administrative tasks. Respond to and resolve, customer service inquires and issues by identifying the topic and type of assistance the caller needs such as benefits, eligibility and claims, financial spending accounts and correspondence. Works with customer service and claims areas to resolve issues. Assists with department budgets. Prepares statistical and other reports. High school diploma or equivalent required. 3 years of related pharmacy industry experience required.</p>		
<b>107</b>	<b>Clinical Account Representative - Senior</b>	<b>Experienced Para-Professional</b>

Responsible for assisting management and clinical professionals on the more complex customer service issues, claims processing, departmental projects and administrative tasks. Respond to and resolve, customer service inquires and issues by identifying the topic and type of assistance the member needs such as benefits, eligibility and claims, financial spending accounts and correspondence. Works with customer service and claims areas to resolve all level of issues. Assists with department budgets. Prepares statistical and other reports. High school diploma or equivalent required. 5 + years of related pharmacy industry experience required.

<b>110</b>	<b>Drug Program Operations Services Manager</b>	<b>Experienced Professional</b>
------------	-------------------------------------------------	---------------------------------

Oversees daily operational activities of Prescription Drug Program to include implementation and continued service on new/renewal accounts, implementation of new programs and products, and oversight of vendor activities. Leads the daily operations of the prescription drug unit. Prioritizes projects/issues and allocates associate resources. Coordinates the development and implementation of new drug program products. Provides consultation on utilization and cost effective product design. Oversees implementation and management of new and renewal accounts. Acts as account manager for select large and/or complex groups. Tracks and trends complaints for analysis and implementation of process to improve service. Oversees vendor activities. Directs program project management, network management and operational issues. Directs training activities for member/provider service, and marketing. BS/BA degree required. 5+ years in pharmacy operations required.

<b>115</b>	<b>Manager, Pharmacy Sourcing</b>	<b>Management</b>
------------	-----------------------------------	-------------------

Responsible for managing contracts and relationships with manufacturers, vendors, and wholesales to ensure most cost-effective pricing. Analyzes pharmaceutical costs to identify trends and options for more cost-effective contracting. Negotiates pharmaceutical contracts and monitors business to assure adherence to contract terms. Partners with other organizational functions (finance, legal, compliance, etc.) to continuously improve business systems and processes. Bachelor's degree, with 5 - 8 years progressive, relevant business experience including 3 + years of managerial level purchasing, operations, supply chain, contract negotiation experience required.

<b>120</b>	<b>Pharmacy Network Lead</b>	<b>Experienced Professional</b>
------------	------------------------------	---------------------------------

Responsible for serving as a team lead for associates engaged in auditing smaller pharmacies, and responding to inquiries from these pharmacies. Sets direction, assigns and prioritizes work for staff. Maintains relationships with contracted pharmacies, particularly independent pharmacies. Reviews current processes and makes recommendations for process improvement. Collaborates with IT to automate the process for chain adds, updates and closings. Negotiates with small and medium-sized chains. Manages rate assignment as well as auditing databases to ensure accurate pricing. Manages projects such as new implementations. BS/BA degree required. 3 years in pharmacy benefits management, project management, customer service, and provider networking required. Knowledge of claims/benefit operations required.

<b>122</b>	<b>Pharmacy Network Specialist</b>	<b>Experienced Para-Professional</b>
------------	------------------------------------	--------------------------------------

Responsible for the management of the pharmacy network and contracting process. Reviews provider requests for contract, approving contract requests, credential the provider, and load provider in the network database along with the appropriate reimbursement structure. Educates pharmacy providers on the company's operating guidelines and maintain business relationships with chain and independent providers resolving such issues as reimbursement or operating guidelines. Responsible for all pharmacy provider communications and maintaining chain headquarters operational profiles. May assist with implementation of new systems and developing necessary changes to support the company's claim processing function. High School diploma or equivalent required. BS/BA degree preferred. 2 - 3 years experience in retail pharmacy operations and claims processing required.

<b>125</b>	<b>Pharmacy Networks Implementation Manager</b>	<b>Management</b>
<p>Manages implementation tasks through the new business life cycle to ensure all pharmacy network responsibilities are met. Works with clients, pharmacy providers and internal departments to address all tasks to ensure timely and accurate implementation of new business for the Pharmaceutical Benefit Management System (PBM). Represents Pharmacy Network area in all new business implementation meetings to ensure all client requirements are clearly identified and issue/concerns are addressed. Manage the network system set-up within the PBM platform and ensures all associates are trained and knowledgeable. Provides reporting to management on department/project activities related to new business implementations. Assists and supports the new business efforts of other areas within pharmacy networks including contracting, operations, and financial payment processing. Requires a BS degree in appropriate field and a minimum of 5 years experience in healthcare or related field.</p>		

## Analytics

<b>150</b>	<b>Pharmacy Data Analyst</b>	<b>Experienced Professional</b>
<p>Responsible for continuous improvement of processes, considers business questions and identifies improvement opportunities by designing appropriate studies. Reviews and improves processes and plans for improvements by collecting and interpreting data, develops recommendations and presents in summary findings to department leadership; can make predictions / projections on utilization, cost, and other measures under reasonable assumptions with appropriate statistical technique. Should have a Bachelor's degree and at least 3 years of insurance or healthcare experience and 3 plus years experience integrating clinical and healthcare industry knowledge to develop cost analyses.</p>		

<b>152</b>	<b>Pharmacy Solutions Analyst I</b>	<b>Entry Professional</b>
<p>Responsible to analyze key pharmacy initiatives across the Pharmacy Management organization. Directly supports pharmacy transformational changes, strategic planning and organizational needs by developing and designing complex and customized analytics that support value based contracts, population health management, quality outcomes focused initiatives and performance targets, and identification of potential areas for medical cost improvements. The Analyst will deliver results by producing and interpreting custom and routine data analytics and reporting using membership, provider claims, prescription drug and quality data from a variety of health insurance information and data points contained within the business intelligence data platform. Bachelor's degree in Business, Computer Science, Information Systems, Information Technology, Informatics, Health IT, Analytics, or related technical field. Current Certified Pharmacy Technician (CPhT) preferred. 1 year of clinical informatics experience preferred.</p>		

<b>154</b>	<b>Pharmacy Solutions Analyst II</b>	<b>Experienced Professional</b>
<p>Responsible to analyze key pharmacy initiatives across the Pharmacy Management organization. Directly supports pharmacy transformational changes, strategic planning and organizational needs by developing and designing complex and customized analytics that support value based contracts, population health management, quality outcomes focused initiatives and performance targets, and identification of potential areas for medical cost improvements. Support short and long-term operational/strategic business activities by developing, enhancing and maintaining operational information and models. Bachelor's degree in Business, Computer Science, Information Systems, Information Technology, Informatics, Health IT, Analytics, or related technical field. Current Certified Pharmacy Technician (CPhT) preferred. 2 - 3 years of clinical informatics experience required.</p>		

<b>156</b>	<b>Director, Pharmacy Analytics</b>	<b>Senior Management</b>
------------	-------------------------------------	--------------------------

Responsible for providing advanced analytical support related to financial and clinical pharmacy analytics and recommendations to Pharmacy on health plans. Provides project management and requires the use of advanced analytical and reporting skills and process improvement methodologies to design and review evaluation plans, coordinate data collection across groups, guide and develop analysts for data reporting. Oversees assessment and validation of claims pricing per Health Plans. The Director must maintain an understanding of the changing health care pharmacy reporting expectations and the impact of such changes on the Plan. BS/BA degree in Pharmacology, or a Mathematics related field and 7 + years related experience in analytical roles working with multiple data systems and multiple data reporting tools, with experience and expertise with pharmacy claims data including formulary management, Medicare Part D topics (including encounter data), and pharmacy rebates.

## Claims

### 200 Director, Pharmacy Claim Systems

Senior Management

Responsible for directing all technical and business resources associated with the pharmacy claims processing system. Actively participates in long-range strategy and policy development to address complex business issues. Provides leadership to cross-functional teams. Serves as internal consultant for global operational and strategic initiatives with key focus on new business integration. Directs both application development and claims system administration in support of day to day operations. Defines and develops project management infrastructure, manages a methodology driven quality plan, and monitors and controls the quality of the pharmacy claim system. Works with cross functional key stakeholders within the company as well as external application vendor management. BS/BA degree in related field and 10 + years of IT including Claims Operations experience.

### 210 Drug Program Operations Coordinator

Experienced Para-Professional

Provides service, training, problem resolution for complex claims issues to internal customers for the Prescription Drug Program. Researches complex claim processing issues that relate to eligibility and or benefit design problems. Records and analyzes any trends which may develop, and reports to vendor for resolution. Facilitates processing of direct claims from members that require special handling or authorization. Coordinates all benefit design changes by providing benefit plan mock-ups to the vendor. Performs quality checks on the system setups. Verifies daily eligibility transmittals. High school diploma required. 3 years experience in claims processing, customer service required. Medical terminology strongly preferred.

### 215 Pharmacy Benefits Claims Analyst

Experienced Professional

Responsible for reviewing and retaining current knowledge of Medicare requirements as they relate to benefits and claims settlements. May be used in consultation on basic to somewhat complex customer benefits. Analyzes claim reports to identify trends, issues and present recommendation. May report to management concerning recommendation based upon trend analysis. Oversees and reports claims activity based upon benefits put in place to ensure correct processing to the approved requests from the customer. BA/BS degree and have 3-5 years experience in pharmacy operations or claims processing.

## Clinical

### 250 Clinical Pharmacist Consultant

Advanced Professional

Responsible to provide healthcare subject matter expertise consultation and sales support to internal and external customers. Works in a consultative role with strategic provider groups, sales associates, producers and employer group clients to educate and collaborate on pharmacy programs. Establishes and maintains strategic client relationships with key stakeholders both internally and externally. Develops and analyze industry and market specific pharmacy information for strategic Client Services, Sales meetings, and for senior leadership. Pharm D, with State license, and 10 years pharmacy experience in a Pharmacy Benefit Management (PBM) or in a health plan typically required.

**255 Clinical Pharmacist I**

**Developing Professional**

Responsible for managing the selection and utilization of pharmaceuticals and supports all lines of core clinical pharmacy programs such as Drug Utilization Review programs, review of Prior Authorization request of prescription drug claims and formulary management. Researches and synthesizes detailed clinical data related to pharmaceuticals. Develops drug strategies that are clinically and financially strong. Serves as a clinical resource to other pharmacists on areas such as prospective, concurrent and retrospective DURs, and provides dosage conversion and clinical support for therapeutic interventions. May participate in a wide range of provider and patient initiatives and regulatory required clinical pharmacy programs. Provides telephonic consultations with members providing education, coaching, and input on patient care. Current state license to practice pharmacy required. BS Pharmacy required. PharmD preferred. 2 years managed care pharmacy (PBM) experience or residency required.

**256 Clinical Pharmacist II**

**Experienced Professional**

Responsible for managing the selection and utilization of pharmaceuticals and supports core clinical programs such as Drug Utilization Review of prescription drug claims and formulary management. Researches and synthesizes detailed clinical data related to pharmaceuticals. Review current utilization management strategies to ensure strategies promote affordability and customer experience. Serves as a clinical resource to other pharmacists on areas such as prospective, concurrent and retrospective DURs, and provides dosage conversion and clinical support for therapeutic interventions. Participates in a wide range of provider and patient initiatives and regulatory required clinical pharmacy programs. Provides telephonic consultations with members providing education, coaching, and input on patient care. Current state license to practice pharmacy required. BS Pharmacy required. PharmD preferred. 5 + years managed care pharmacy (PBM) experience or residency required.

**257 Clinical Pharmacist III**

**Senior Professional**

Responsible to utilize a broad understanding of pharmaceuticals to develop UM strategies to mitigate company medical and pharmacy costs and trends while improving member's health and costs. Researches and synthesizes detailed clinical data related to pharmaceuticals. Review current utilization management strategies to ensure strategies promote affordability and customer experience. Provide education and training for clinical team to communicate clinical strategy and actions and assure consistent execution of class strategy. Serves as a clinical resource to other pharmacists on areas such as prospective, concurrent and retrospective DURs, and provides dosage conversion and clinical support for therapeutic interventions. Participates in a wide range of provider and patient initiatives and regulatory required clinical pharmacy programs. Current state license to practice pharmacy required. BS Pharmacy required. PharmD preferred. 7 + years managed care pharmacy (PBM) experience or residency required.

**Mail Order**

**300 Manager, Pharmacy Mail Order**

**Management**

Responsible for managing day-to-day operations of the Mail service Pharmacy to include directing front-end prescription processing and back-end prescription distribution. Manages pharmacy operations and pharmacy staff responsible for processing prescription orders. Leads pharmacy operations team in identifying issues and solutions that impact production quality and output of the pharmacy. Develops systems and procedures to enhance efficient operations. Develops and reviews standards for pharmacy supervisors, pharmacists, and pharmacy technicians. Manages the pharmacy budget and ensures that business goals are met within operational budget. Requires BS degree and at least 5 years professional or leadership experience required. Requires knowledge of pharmacy systems such as Baker, TechRx, Kiewell, and/or PHI.

<b>305</b>	<b>Pharmacy Services Associate I</b>	<b>Entry Para-Professional</b>
------------	--------------------------------------	--------------------------------

Responsible for basic support functions for a mail order pharmacy operation. Validates entry of member information into pharmacy systems; prepares and sorts mail, filings, and all outgoing correspondence mailings. Performs job functions such as: lifting boxes from a conveyer belt, stacking them on a pallet, and loading pallets onto a trailer. Requires a High School diploma or GED; up to 1 year of related experience; or any combination of education and experience, which would provide an equivalent background.

<b>306</b>	<b>Pharmacy Services Associate II</b>	<b>Experienced Para-Professional</b>
------------	---------------------------------------	--------------------------------------

Responsible for support functions for a mail order pharmacy operation. Works with the Auto Packer and fulfills over the counter orders, ability to use the bar code machine, e-mail, file room software, and other support system work. Researches problem orders, handles member/plan correspondence, works rejects, overrides and basic claims issues, along with working multiple source systems, or Mainframes. Requires a High School diploma or GED; 1-3 years of related experience; or any combination of education and experience, which would provide an equivalent background.

<b>307</b>	<b>Pharmacy Services Associate III</b>	<b>Senior Para-Professional</b>
------------	----------------------------------------	---------------------------------

Responsible for complex support functions for a mail order pharmacy operation. Primary duties functions of the Pharmacy Svc's Assoc II. Ability to work multiple areas, queues and plans, utilizing a working knowledge of multiple claims systems and external plan processes. Researches issues spanning multiple areas and is involved in all start up or specialty pharmacy programs. Requires a High School diploma or GED; 3-5 years of related experience; or any combination of education and experience, which would provide an equivalent background.

<b>310</b>	<b>Supervisor, Pharmacy Mail Operations</b>	<b>Lead Supervisor / Entry Management</b>
------------	---------------------------------------------	-------------------------------------------

Responsible for providing oversight of and leading pharmacy technicians who input prescription orders and/or fulfill orders for review by a licensed pharmacist. Develops and reviews performance standards for pharmacy associates. Provides input to pharmacy budget. Coordinates budgeting of all departments of the pharmacy and follows up with budget variances. Assists in defining and implementing all processes and systems that relate to pharmacy operations. BS/BA degree and a minimum of 1-3 year professional or leadership experience required.

**Management & Administration**

<b>350</b>	<b>Director, Pharmacy Management</b>	<b>Senior Management</b>
<p>Responsible to develop and maintain strategies to manage pharmaceuticals to produce the best outcomes at the lowest cost. Manage to budget, financial targets, and strategic goals. Measure and manage utilization within the pharmacy program. Negotiate and monitor contract performance with PBMs and other outside vendors, and stay abreast of pharmacy, PBM, and payer industry changes. Design and approve standard pharmacy benefits and any exceptions to the standard benefit. Liaison to Medical Management on pharmacy policy and to Sales support for large group accounts. Develop overall policies for the administration of the Pharmacy Benefit and ensure the Pharmacy Program is market competitive. BS degree and 8 - 10 years progressive experience in a pharmacy related environment required.</p>		
<b>352</b>	<b>Head of Pharmacy</b>	<b>Executive / Senior Management</b>
<p>Responsible to Lead, directs, establishes, and plans the overall policies and goals for a hospital or healthcare facility's pharmacy services which include preparation and dispensing of drugs to optimize patient care delivery, oversees supplies and equipment, preparation of sterile products and clinical pharmacy services. Maintains contact with other department heads, medical staff, and nursing staff to determine needs, resolve problems, improve processes, and promote effective drug therapy. Focused on pharmacy operations and general oversight of all pharmacy services. Ensures compliance with Federal, State, and contractual regulatory requirements. BS degree and Doctorate in Pharmacy required. 10+ years of pharmacy management experience required.</p>		
<b>354</b>	<b>Head of Pharmacy Services</b>	<b>Executive / Senior Management</b>
<p>Responsible for the leadership and management of pharmacy benefits for insurance beneficiaries. Directs the development and preparation of strategic plans and budgets. Leads the development, production, promotion, and sale of company services related to pharmaceutical services. Directs operations in compliance with beneficiary group contracts. Ensures that provider networks are sufficient and provide adequate and appropriate services. Analyzes patterns of practice and services for over-utilization or abuse. Oversees policy and guidelines for provider auditing. Facilitates the review of disputed claims. Ensures compliance with Federal, State, and contractual regulatory requirements. Minimum of 15 years clinical experience to include administrative experience in a pharmacy managed care environment required. BS degree and Doctorate in Pharmacy required. 10+ years of pharmacy management experience required.</p>		
<b>360</b>	<b>Manager, Pharmacy Programs</b>	<b>Management</b>
<p>Assists Pharmacy management in the planning, development and implementation of managed care products, programs, and services related to the company's prescription drug program. Manages the Prescription Drug Program operations. Oversees the vendor operations to ensure smooth implementation and ongoing operations of drug program initiatives and necessary systems/operations modifications. Leads implementation of new products. Monitors the vendor performance and enforcement of contractual agreements. B.Ph. degree or PharmD required. 7 - 10 years experience in health care related field with marketing, finance, product strategy and managed care responsibility required. 3 - 5 years experience in prescription drug managed care required.</p>		
<b>365</b>	<b>Pharmacy Management Specialist</b>	<b>Experienced Para-Professional</b>

Performs the day-to-day operational aspects of pharmacy management and administration to ensure the correct setup and documentation of pharmacy benefits and programs. Assure accurate application of pharmacy benefits and reporting of pharmacy related information to ensure a high level of service to insured customers. Assists Sales and service staff and Pharmacy Technicians in the implementation of group pharmacy benefit setup. Assist in providing group specific education related to pharmacy benefits. Coordinates the preparation on ongoing pharmacy department information reports as directed by the Pharmacy Manager or Medical Directors. PTC certification. 3 years pharmacy technician experience.

<b>367</b>	<b>Pharmacy Management Specialist - Senior</b>	<b>Experienced Para-Professional</b>
------------	------------------------------------------------	--------------------------------------

Performs the day-to-day operational aspects of pharmacy management and administration to ensure the correct setup and documentation of pharmacy benefits and programs. Assure accurate application of pharmacy benefits and reporting of pharmacy related information to ensure a high level of service to insured customers. Responsible for the successful operations and compliant administration of the commercial and Qualified Health Plan pharmacy program Certification. 3 years pharmacy technician experience.

<b>370</b>	<b>Sr. Director / Director of Health Care Pharmacy Services</b>	<b>Senior Management</b>
------------	-----------------------------------------------------------------	--------------------------

Responsible to lead, provide direction, coordinates and supervises pharmacy services including preparation and dispensing of drugs to optimize patient care delivery, oversees supplies and equipment, preparation of sterile products and clinical pharmacy services. Focused on pharmacy operations and general oversight of all pharmacy services. Ensures compliance with Federal, State, and contractual regulatory requirements. BS degree and Doctorate in Pharmacy required. 10+ years of pharmacy management experience required.

## Pharmacy Pricing & Rebates

<b>410</b>	<b>Director, Pharmacy Trade and Pricing</b>	<b>Senior Management</b>
------------	---------------------------------------------	--------------------------

Responsible to provide necessary pharmacy plan products and services at the most competitive prices. Achieving value in medications involves analysis of price and clinical benefit and to apply clinical knowledge and awareness of the pipeline to the business of drug pricing. Have direct oversight and detail awareness of drug expenditures, pricing, and discounts. Identify and implement opportunities for discount maximization. Apply clinical strategy to drug pricing by monitoring the drug pipeline and work collaboratively with internal and external stakeholders to determine opportunities for contract negotiations. Manages rebate strategies and contractual arrangements with PBMs and manufacturers. BS/BA degree in Pharmacology with experience and expertise with pharmacy claims data including managed care, formulary management, Medicare Part D topics (including encounter data), and pharmacy rebates. MBA or RPH strongly preferred.

## Pharmacy Services

<b>440</b>	<b>Director, Pharmacy Services</b>	<b>Senior Management</b>
------------	------------------------------------	--------------------------



Responsible for providing specialized guidance on interpreting pharmacy reports on drug utilization review programs. Develops policies and reports to provide cost and utilization data on pharmacy operations, accessibility to beneficiaries, provider dispensing profiles, and patient utilization and drug mix in cooperation with pharmacy subcontractor. Ensures compliance with pharmacy benefit programs and assists in negotiation of pharmacy contracts that provide cost effective and high quality pharmacy services to beneficiaries. Monitors compliance and costs of the pharmacy contract(s) and retail and mail order pharmacy operations. BS degree in pharmacy or PharmD required and current pharmacy license. 3-5 years experience in pharmacy cost and pricing, utilization management, quality management, benefit design and administration required.

## Pharmacy Operations

<b>500</b>	<b>Assistant Pharmacy Manager</b>	<b>Management</b>
<p>In conjunction with the Pharmacy Manager, the Assistant Manager plans and implements short- and long-term goals for the department. This position assists with developing and training staff on all policies and procedures that support the mission and goals of the Pharmacy. Coordinates with the Pharmacy Manager in developing pharmacy policies and procedures. Prepare, pack and label drugs according to the patient's prescriptions. Order and stock pharmacy supplies. Maintains the inventories according to pharmacy standards. Guides technicians and interns in their job duties. Advises patients about correct usage and dosage of medication. Manages pharmacy operations in the absence of the Pharmacy Manager. BS degree in pharmacy or PharmD and current license required. Be in good standing with the Board of Pharmacy. 2 + years pharmacy experience required.</p>		
<b>505</b>	<b>Certified Pharmacy Technician I</b>	<b>Entry Para-Professional</b>
<p>Responsible for the interpretation and data entry of prescriptions. Enters data of prescription orders and validates member information on member prescription requests. May stock, dispense or package medication for review by pharmacist. May maintain, order, receive, and stock drug inventory. May be required to contact physician offices for clarification, etc. Requires High School diploma or equivalent and up to 1 year of pharmacy experience, or any combination of education and experience, which would provide an equivalent background. State Tech-in-Training certificate may be required in applicable state(s). Must obtain State Pharmacy Tech certification within 6 months.</p>		
<b>506</b>	<b>Certified Pharmacy Technician II</b>	<b>Experienced Para-Professional</b>
<p>Responsible for the interpretation and data entry of moderately complex prescriptions. Resolves issues of prescription orders ensuring timely and accurate claim processing using multiple source systems. Dispenses and packages prescription drugs for review by RPH. May be required to contact physician offices for clarification, etc. Provides feedback to pharmacy technicians' areas for improvement. High School diploma required. Some college preferred, and up to 2 years of pharmacy experience, or any combination of education and experience, which would provide an equivalent background. Requires current State Pharmacy Tech. Certification or National Certification based on applicable state(s) requirements.</p>		
<b>507</b>	<b>Certified Pharmacy Technician III</b>	<b>Senior Para-Professional</b>

Responsible for the interpretation and resolution of complex issues allowing for timely and accurate deliveries. Resolves exceptions to the order flow process using appropriate systems and validates member information on member prescription orders. Enters data of prescription orders and may contact physician offices for clarification. Monitors, tracks, resolves, and reports daily shipments using UPS internet based tools. May stock, dispense or package medication. Requires High School diploma or equivalent and 3+ years of retail or managed care experience, or any combination of education and experience, which would provide an equivalent background. Requires current State Pharmacy Tech. Certification or National Certification based on applicable state(s) requirements.

<b>510</b>	<b>Clinical Pharmacy CSR I</b>	<b>Entry Para-Professional</b>
------------	--------------------------------	--------------------------------

Responsible for providing customer assistance to members and physician offices in addition to entering prescriptions and assisting with the fulfillment of orders. May be working in a call center environment handling inbound calls and some follow up calls. Answers calls and questions on prior authorization, general questions and some confidential information. Responds to member and physician inquiries regarding pharmacy benefits. Confirms member orders via phone and coordinates delivery of product. Reads physician prescriptions and enters orders to ensure proper medication and dosing. High school diploma or equivalent required. Entry position with prior customer service or prescription processing preferred. Certified Pharmacy Technician preferred.

<b>511</b>	<b>Clinical Pharmacy CSR II</b>	<b>Experienced Para-Professional</b>
------------	---------------------------------	--------------------------------------

Responsible for providing customer assistance to members and physician offices in addition to entering prescriptions and coordinating fulfillment of order. Responds to member and physician inquiries regarding pharmacy benefits. Confirms member orders via phone and coordinates delivery of product. Reads physician prescriptions and enters orders to ensure proper medication and dosing. High school diploma or equivalent required. 3-5 years in customer service or prescription processing required. Certified Pharmacy Technician preferred.

<b>512</b>	<b>Clinical Pharmacy CSR III</b>	<b>Senior Para-Professional</b>
------------	----------------------------------	---------------------------------

Responsible for providing customer assistance to members and physician offices in addition to entering prescriptions and coordinating fulfillment of order. Responds to member and physician inquiries regarding pharmacy benefits. Serve as a resource or Subject Matter Expert (SME) for other team members or internal customers. Handle escalated calls, resolving more complex customer issues. May assist, guide and educate customers about the fundamentals and benefits of consumer-driven health care topics such as selecting the best benefit plan options, maximizing the value of their health plan benefits and choosing a quality care provider. High school diploma or equivalent required. 5 or more years in customer service or prescription processing required. Certified Pharmacy Technician preferred.

<b>515</b>	<b>Director, Medical Drug UM Programs</b>	<b>Senior Management</b>
------------	-------------------------------------------	--------------------------

Responsible for and oversees the Medical Drug Utilization Management Program. Develops the drug management strategy, policies and reports to provide cost and utilization data and payment strategies on pharmacy operations. Ensures compliance with pharmacy benefit programs that provide cost effective and quality pharmacy services to beneficiaries. Monitors compliance and costs of the pharmacy contract(s) and pharmacy operations. BS degree in pharmacy or PharmD required and current pharmacy license. 5 + years experience in pharmacy cost and pricing, utilization management, quality management, benefit design and administration required.

<b>520</b>	<b>Director, Pharmacy</b>	<b>Senior Management</b>
<p>Responsible for directing the pharmacy operations staff processing prescription orders. Leads the pharmacy operations team to identify issues and solutions affecting the quality and output of the pharmacy. Develops and defines workflow processes to achieve pharmacy goals of quality and efficiency. Represents and/or acts as a liaison with internal and external departments, senior management, vendors, or customers. BS degree in Pharmacy required. PharmD preferred. 5+ years of leadership experience in a prescription management area required.</p>		
<b>522</b>	<b>Director, Pharmacy Operations - Insurance</b>	<b>Senior Management</b>
<p>Directs all aspects of pharmacy operations, ensuring timely prior authorization reviews and accurate prescription claim processing. Develop pharmacy program policies for administration of Pharmacy Benefit Plans and ensure the Pharmacy Program is market competitive. Manages pharmacy operations budget and ensures business goals are met. Oversees reporting to Leadership and health plan program managers. BS degree in pharmacy or PharmD required and current pharmacy license. 10+ years management/leadership experience required.</p>		
<b>523</b>	<b>Director, Pharmacy Operations - Retail</b>	<b>Senior Management</b>
<p>Directs all aspects of the pharmacy operation and pharmacy staff including Pharmacy Managers, Pharmacists, Order Entry department, Pharmacy Call Center, Production Management, Fulfillment and Shipping departments. Develops, plans and controls activities for the functional areas of the Mail Service Pharmacy. Establishes guidelines and facilitates policy creation and adherence. Develops and defines procedures and systems to support and achieve pharmacy goals of quality and efficiency. Facilitates process enhancements to improve efficiency, improve service levels and reduce administrative expense to achieve desired business results. Directs all aspects of operations to support forecasted prescription volume. Sets departmental strategy and communicates to pharmacy management and support staff. Leads new client implementation as related to the Mail Service including development of support processes, staffing, software and hardware requirements. BS degree required. 10+ years management/leadership experience required.</p>		
<b>525</b>	<b>Director, Regional Pharmacy</b>	<b>Senior Management</b>
<p>Responsible for aligning strategies between the health plan goals and the pharmacy program goals. Manages key stakeholder relationships within the senior levels of health plan leadership and provides a mentoring and supporting structure for program managers. Acts as the primary point of accountability for interfacing with the senior levels of regional health plan stakeholders. Aligns regional pharmacy goals with the company objectives. BS/BA college degree required. Professional designation preferred. RPh or PharmD preferred. 8-10+ years managed care pharmacy experience.</p>		
<b>530</b>	<b>Drug Program Benefits Specialist</b>	<b>Experienced Para-Professional</b>

Responsible for processing and communicating drug prior authorization and non-formulary drug requests. Processes requests based on Medical Policy and benefits. Consults with pharmacists as needed. Contacts prescribers to obtain additional information relevant to request. Communicates decision to policy holder and provider. Prepares cases for review by pharmacist and/or physician for reconsideration and appeal. Coordinates appeals and communicates decision. Researches and resolves customer service, physician or internal departments questions/requests in a timely manner. Researches benefit authorizations and benefit eligible information using internal and external systems. High school diploma or equivalent required. Associates degree preferred. 2 years experience in customer service to include one year with managed care pharmacy experience required.

<b>535</b>	<b>Graduate Pharmacy Intern</b>	<b>Entry Professional</b>
<p>Performs a broad range of pharmacy functions normally relegated to a registered pharmacist while under general guidance and supervision of the Pharmacy Manager to assist in the operation of assigned pharmacy areas. Ensures location compliance to all local, state, federal laws and company policies and procedures. Performs an active role in delivering Pharmacy Care programs, assist with training, coaching and managing the pharmacy associates, and assisting customers with medical-related issues and providing healthcare counseling. Graduate of Pharmacy School with a BS or Doctor of Pharmacy. Holds a valid state Intern Pharmacy Board License. immunization certification may be required.</p>		

<b>540</b>	<b>Manager, Formulary</b>	<b>Management</b>
<p>Responsible to define, develop, and maintain standard and custom formularies for all lines of business including Commercial, Medicaid, Medicare Part D, and the Health Information Marketplace. Develop drug product review and formulary recommendations by assessing drug use trends, new drug releases, and review of primary literature. Doctor of Pharmacy (PharmD) Degree required. Current, unrestricted registered pharmacist license(s), with 3+ years of pharmacy related health plan Formulary development and maintenance process experience.</p>		

<b>545</b>	<b>Manager, Clinical Pharmacy Operations</b>	<b>Management</b>
<p>Manage clinical pharmacy programs and medical drug management area, providing strategic direction for formulary management, utilization management and clinical programs, development of pharmacy review policies, performing rebate evaluation, and resolving escalated pharmacy-related issues for members, providers, and purchasers. Works with Pharmacy Benefit Manager programs to assure compliance with all requirements. BS degree and 5 + years progressive experience in a pharmacy related environment required.</p>		

<b>550</b>	<b>Manager, Pharmacy Medicare Part D</b>	<b>Management</b>
<p>Responsible for oversight of all Medicare Part D functions within Pharmacy Operations. Ensures compliance with Center for Medicare and Medicaid Services (CMS) requirements, providing guidance pertaining to all aspects of the government programs are met in order to minimize financial and regulatory risk to the Plan. Leads performance activities supporting prior authorization processes and procedures supporting Medicare &amp; Medicaid programs. Monitor and interpret federal and state guidance, regulations, announcements, and other sources of requirements for all lines of business (Commercial, Medicare, Medicaid, dual eligible). Analyze and communicate requirements to the relevant business owners. BA/BS degree required. 5+ years professional or management/leadership experience required. Experience working in a managed care, Medicare, or Medicaid setting preferred.</p>		

<b>555</b>	<b>Manager, Pharmacy Operations</b>	<b>Management</b>
<p>Responsible for overall pharmacy operations, coordination planning, managing and organizing the functions of the pharmacy operations. Manages Pharmacy prior authorization roles to ensure compliance with all clinical standards, contract requirements and successful and timely completion of all business processes. Other responsibilities may include management and evaluation of all clinical and non-clinical Pharmacy staff positions and functions, resolution of escalated internal and external service requests, coordinating the receipt and delivery of regulatory reports, supporting the day to day business relationship, and coordinates required reporting delivered to State and Federal regulatory agencies. BA/BS degree required. 5+ years professional or management/leadership experience required. Requires knowledge of pharmacy claims systems.</p>		
<b>560</b>	<b>Manager, Pharmacy Quality &amp; Compliance</b>	<b>Management</b>
<p>Responsible for ensuring all operations meet or exceed agreed upon quality targets, compliance with contractual obligations and with pharmacovigilance requirements. Executes the enterprise-wide pharmacy quality and compliance programs as well as clinical program integration (utilization management, case management, disease management, and vendor management) across the enterprise. BS/BA degree required. 5+ years in pharmacy operations required.</p>		
<b>565</b>	<b>Manager, Pharmacy Specialty Drug Program</b>	<b>Management</b>
<p>Oversees daily operational activities of the Specialty Prescription Drug Program to include implementation and continued service on new/renewal accounts, implementation of new programs and products, and oversight of vendor provided services related to specialty drugs. Provides direct management/supervisory leadership to Medical Specialty Drug staff. Assures appropriate, and cost effective and quality health care services are available to Health Plan members. BS degree and 3 - 5 years in pharmacy operations experience or a related environment required.</p>		
<b>570</b>	<b>Manager, Pharmacy Utilization Management</b>	<b>Management</b>
<p>Manage the operations of the Utilization Management pharmacy intake and Prior Authorization Review team, accomplishing Prior Authorization medical and benefit necessity reviews and cost effective utilization management processes. Assure accurate and timely medical necessity reviews of pharmacy prior authorizations, concurrent review, and pre-payment medical claims. Master's Degree preferred, Bachelor's degree in Nursing or Pharmacy required. Current unrestricted state nursing or pharmacy license with 3 - 5 years professional or management/leadership experience in a medical/pharmacy/claims operations required.</p>		
<b>575</b>	<b>Manager, Pharmacy Vendor Management</b>	<b>Management</b>
<p>Responsible for managing day-to-day activities of contracted external Pharmacy Benefit Manager program vendors, specialty vendors, oncology services and other vendor services that come under the management of the pharmacy department. Responsible for measuring and monitoring the vendor's performance to ensure short and long-term operational, financial, and service objectives are met. BS degree and 5 plus years progressive experience in a pharmacy related environment required.</p>		

<b>577</b>	<b>Medicare Compliance Specialist I</b>	<b>Entry Para-Professional</b>
<p>Responsible to support the Compliance management team by ensuring ongoing compliance with contractual and regulatory obligations and State and Federal requirements related to health insurance and managed care. In close collaboration with all business units, this position will provide support throughout the company in the organization's efforts to achieve key objectives, maintain and improve compliance. Plays an integral role in researching and tracking regulatory/legislative issues and maintaining full regulatory compliance. This role is responsible for supporting a diverse range of compliance-related responsibilities associated with Medicare Plans/Prescription Drug Program, state Medicaid, state CHIP lines of business. Bachelor's Degree preferred and 1 + years managed care operations or compliance experience required.</p>		
<b>578</b>	<b>Medicare Compliance Specialist II</b>	<b>Experienced Para-Professional</b>
<p>Responsible to support the Compliance management team by ensuring ongoing compliance with contractual and regulatory obligations and State and Federal requirements related to health insurance and managed care. In close collaboration with all business units, this position will provide support throughout the company in the organization's efforts to achieve key objectives, maintain and improve compliance. Plays an integral role in researching and tracking regulatory/legislative issues and maintaining full regulatory compliance. Partners in a collaborative manner with the Medicare Compliance Office to identify, monitor and mitigate compliance risk. Bachelor's Degree preferred and 3 - 5 years managed care operations or compliance experience required. Compliance Certification preferred.</p>		
<b>580</b>	<b>Pharmacist Clinical Associate</b>	<b>Developing Professional</b>
<p>Assists in the selection and utilization of pharmaceuticals and supports core clinical programs including formulary management. Researches and synthesizes detailed clinical data related to pharmaceuticals. Provides dosage conversion and clinical support for therapeutic interventions. Prepares information for network physicians. BS Pharmacy required. PharmD preferred. 2 years managed care pharmacy (PBM) experience or residency required. Requires a current state license to practice pharmacy as an RPH, managed care pharmacy experience or residency in lieu of work experience; or any combination of education and experience, which would provide an equivalent background.</p>		
<b>582</b>	<b>Pharmacist Clinical</b>	<b>Experienced Professional</b>
<p>Responsible for managing the selection and utilization of pharmaceuticals and supports core clinical programs and formulary management. Performs research and synthesizes detailed clinical data related to pharmaceuticals. Prepares and presents therapeutic class reviews and drug monograph information. Serves as a clinical resource to other pharmacists and provides dosage conversion and clinical support for therapeutic interventions. Prepares information for network physicians. Requires a current state license to practice pharmacy as a RPH with 3 - 4 years managed care pharmacy (PBM) experience or residency in lieu of work experience; or any combination of education and experience, which would provide an equivalent background.</p>		
<b>584</b>	<b>Pharmacist Clinical Lead</b>	<b>Lead Professional</b>

Responsible to provide day-to-day leadership to clinical pharmacists responsible for managing the selection and utilization of drugs. Ensures caseload is appropriately distributed and assists in setting priorities for the work unit. Maintains regulatory compliance and ensures that cases are reviewed appropriately. Maintains the quality program for technicians, interns and pharmacists and updates the training program for pharmacists and interns. Member of the quality team participating in meetings and giving guidance on the practice of pharmacy & pharmacy law. Tracks quality of pharmacy and reports accuracy rate to plans as needed and makes recommendations on resolving quality issues. Handles escalated issues from both customer service and physician's offices. Requires current licensed RPh in applicable state and at least 5 years related experience in managed care pharmacy and at least 1 year of which includes experience in a prior authorization unit or any combination of education and experience, which would provide an equivalent background.

<b>586</b>	<b>Pharmacist Clinical Senior</b>	<b>Senior Professional</b>
------------	-----------------------------------	----------------------------

Develops and implements pharmacy programs to promote quality and cost effective drug use. Provides clinical consulting services to client and implements clinical information and education programs. Develops formularies and performs drug utilization analyses. Requires a current state license to practice pharmacy as a RPH and a doctorate of Pharmacy (Pharm.D.) and 4 years of experience as a Clinical Pharmacist Manager; or any combination of education and experience, which would provide an equivalent background.

<b>590</b>	<b>Pharmacist I</b>	<b>Entry Professional</b>
------------	---------------------	---------------------------

Responsible for dispensing medications within corporate and regulatory guidelines. Interprets physician's prescriptions, compounding and dispense medications within corporate and regulatory guidelines. May provide training and assistance to pharmacy technicians inputting prescriptions. BS degree in pharmacy or PharmD and current license required. Must be in good standing with the Board of Pharmacy. 1 - 2 years related experience required.

<b>592</b>	<b>Pharmacist II</b>	<b>Experienced Professional</b>
------------	----------------------	---------------------------------

Responsible for dispensing medications within corporate and regulatory guidelines. Interprets physician's prescriptions, compounding and dispense medications within corporate and regulatory guidelines. May provide training and assistance to pharmacy technicians inputting prescriptions. BS degree in pharmacy or PharmD and current license required. Must be in good standing with the Board of Pharmacy. 3 - 5 years related experience required.

<b>594</b>	<b>Pharmacist III</b>	<b>Senior Professional</b>
------------	-----------------------	----------------------------

Responsible for dispensing medications within corporate and regulatory guidelines. Interprets physician's prescriptions, compounding and dispense medications within corporate and regulatory guidelines. May provide training and assistance to pharmacy technicians inputting prescriptions. BS degree in pharmacy or PharmD and current license required. Must be in good standing with the Board of Pharmacy. 5-8 years related experience required.

<b>595</b>	<b>Pharmacist I - Clinical</b>	<b>Experienced Professional</b>
------------	--------------------------------	---------------------------------

Responsible for dispensing medications within corporate and regulatory guidelines. Interprets physician's prescriptions, compounding and dispense medications within corporate and regulatory guidelines. Provides assistance to pharmacy technicians inputting prescriptions. BS degree in pharmacy or PharmD and current license required. Must be in good standing with the Board of Pharmacy. 2 + years related experience required.

**597 Pharmacist II - Clinical**

**Senior Professional**

Responsible for dispensing medications within corporate and regulatory guidelines. Interprets physician's prescriptions, compounding and dispense medications within corporate and regulatory guidelines. May provide training and assistance to pharmacy technicians inputting prescriptions. BS degree in pharmacy or PharmD and current license required. Must be in good standing with the Board of Pharmacy. 3 - 5 years related experience required.

**599 Pharmacist III - Clinical**

**Mastery of Profession**

Responsible for dispensing medications within corporate and regulatory guidelines. Apply specialized knowledge and skills in the purchasing, storing, prescribing, assessing, preparing, dispensing and monitoring of pharmaceutical agents and investigational drugs for used in the treatment of acute care in collaboration with the multidisciplinary healthcare team for the purpose of optimizing healthcare outcomes. BS degree in pharmacy or PharmD and current license required. Must be in good standing with the Board of Pharmacy. 5-8 years related experience required.

**601 Pharmacist Team Lead**

**Lead Professional**

Responsible for overseeing daily business operations through mentoring pharmacists and providing leadership to non-clinical associates. Coordinates daily scheduling issues and standards of practice for clinical and non-clinical associates. Provides work direction, training and development of associates. Liaisons and interacts with other functional areas to lead development of technical process updates. Chairs project teams as necessary. B.Ph.. and 3-5 years experience in working with mail service operations required. Knowledge of exceptions in pharmacy operations and project management required.

**605 Pharmacist, Customer Service**

**Experienced Professional**

Responsible for providing clinical oversight of communications with members, providers, and internal constituents. Manage patient appeals and monitor potential drug fraud. Develops and conducts health plan training for various internal constituents such as Medical Directors, customer service, and UM contacts. Creates clinical criteria overview for use in prior authorization. Maintains and enhances the prior authorization system and processes. Evaluates and develops recommendations concerning updates to claims systems, Internet sites relative to benefits plan designs, formulary and drug status. Counsels mail order patients. Initiates investigations of potential fraud. Advises pharmacy network on reimbursement issues. Reviews foreign drug claims by interpreting drug equivalent coverage and reimbursement. BS degree in pharmacy or PharmD and current license required. 3-5 years experience in pharmacy benefit management required.

**610 Pharmacy Benefits Manager**

**Management**



Responsible for design and application of pharmacy benefit programs for customers; makes recommendations for fulfillment of basic to moderately difficult benefit requests. May work with pharmacy programs to collect and analyze data and place procedures to make the program more efficient in order to maintain the company's competitive position in the market. May coordinate with the company's pharmacy benefit contractors, and acts as a resource on pharmacy claims adjudication, drug pricing, or reimbursement for any pharmacy claim. Addresses issues on prior authorization and application of guidelines and criteria aligning them with the members' approved benefit plan and coverage. Should have a Bachelor Degree and at least 3+ years experience in pharmacy operations or claims processing experience.

**615 Pharmacy Clerk**

**Entry through Experienced Clerical / Administrative Position**

Responsible for data entry/validation of member information such as address, etc. on member prescription requests. Enters data of prescription orders while meeting accuracy and productivity standards. Maintain confidentiality when handling patient/guest records. Stocking and cleaning of pharmacy shelves. Packs and ships prescription orders. High School diploma or equivalent required. 6 months to 1 year of prior experience in retail pharmacy or other pharmacy environment required.

**620 Pharmacy Intake Coordinator I**

**Developing Para-Professional**

Performs functions including the initial level processing and review of prior authorization requests for both pharmacy reviews and medical specialty drug reviews. Reviews are performed utilizing pharmacy management drug policies and procedures. Accurately prepares and interprets cases for UM reviews and determination. Acts as a resource for staff regarding members' specific contract benefits, consistent with products, policies and procedures and related health plan functions such as member services, claims, and the referral/authorization process. High school diploma with a minimum of 2 years' experience in health-related field is required. Associates degree preferred.

**622 Pharmacy Intake Coordinator II**

**Experienced Para-Professional**

Performs functions including the initial level processing and review of prior authorization requests for both pharmacy reviews and medical specialty drug reviews. Reviews are performed utilizing pharmacy management drug policies and procedures. Accurately prepares and interprets cases for UM reviews and determination. Acts as a resource for staff regarding members' specific contract benefits, consistent with products, policies and procedures and related health plan functions such as member services, claims, and the referral/authorization process. Offers process improvement suggestions and participates in the solutions of more complex issues/activities. Mentors junior staff & assists with coaching as necessary. High school diploma with a minimum of 2 - 3 years' experience in health-related field is required. Associates degree strongly preferred. Pharmacy Technician certification (CPhT), LPN, Medical Assistant/Technologist required.

**624 Pharmacy Intake Coordinator III**

**Senior Para-Professional**

Performs functions including the initial level processing and review of prior authorization requests for both pharmacy reviews and medical specialty drug reviews. Reviews are performed utilizing pharmacy management drug policies and procedures. Accurately prepares and interprets cases for UM reviews and determination. Acts as a resource for staff regarding members' specific contract benefits, consistent with products, policies and procedures and related health plan functions such as member services, claims, and the referral/authorization process. Demonstrated ability and understanding to work independently and guide others on complex benefit issues. Demonstrated ability to independently perform systems troubleshooting, liaise with IT, provider offices, training of new staff, and perform other complex utilization management functions at the intake level. High school diploma with a minimum of 5 + years' experience in health-related field is required. Associates degree strongly preferred. Pharmacy Technician certification (CPhT), LPN, Medical Assistant/Technologist required.

<b>630</b>	<b>Pharmacy Intern I</b>	<b>Entry Para-Professional</b>
------------	--------------------------	--------------------------------

A pharmacy student currently enrolled in an accredited school of pharmacy, performs all duties under the direction of a registered pharmacist or designated pharmacist to gain pharmacy operations knowledge and skills including preparing and dispensing prescribed medications, drugs, and other pharmaceuticals according to professional standards and state/federal legal requirements. High School Diploma/GED required, previous customer service experience preferred. Holds a valid state Intern Pharmacy Board License.

<b>632</b>	<b>Pharmacy Intern II</b>	<b>Experienced Para-Professional</b>
------------	---------------------------	--------------------------------------

A pharmacy student currently enrolled in an accredited school of pharmacy, performs all duties under the direction of a registered pharmacist or designated pharmacist to enhance pharmacy operations knowledge and skills in many pharmacy areas that include preparing and dispensing prescribed medications, drugs, and other pharmaceuticals, providing exceptional customer service and counseling. High School Diploma/GED required, previous pharmacy experience preferred. Holds a valid state Intern Pharmacy Board License.

<b>634</b>	<b>Pharmacy Intern III</b>	<b>Senior Para-Professional</b>
------------	----------------------------	---------------------------------

A pharmacy student currently enrolled in an accredited school of pharmacy, performs all duties under the direction of a registered pharmacist or designated pharmacist, is responsible for many pharmacy areas that include preparing and dispensing prescribed medications, drugs, and other pharmaceuticals, providing exceptional customer service and counseling. May assist leadership in developing lower level interns and employees. High School Diploma/GED required, previous pharmacy experience required. Holds a valid state Intern Pharmacy Board License.

<b>636</b>	<b>Pharmacy Manager</b>	<b>Management</b>
------------	-------------------------	-------------------

Pharmacy managers oversee all day-to-day pharmacy operations and manages all staff in the pharmacy department. Responsible for fulfilling Pharmacist-in-Charge requirements, upholding the board of pharmacy, state, and federal law, ensuring all pharmacy personnel compile with all requirements of same. Provides direction and supervision of Pharmacy Operations Manager, pharmacy technicians, interns, and pharmacists. Ensures proper pharmacy practice including but not limited to monitoring/evaluating/implementing prescription drug orders, dispensing prescription drug and device orders, educating patients on the proper use or delivery of medication, providing immunizations, completing drug regimen reviews, providing patient counseling, and medication therapy management. Responsible for compounding and labeling of drugs and devices and proper and safe storage of drugs and devices. BS degree in pharmacy or PharmD and current license required. Be in good standing with the Board of Pharmacy. 5 + years pharmacy experience required.

<b>640</b>	<b>Pharmacy Operations Coordinator</b>	<b>Experienced Professional</b>
<p>Provides organizational and quality leadership support to lead key initiatives in process design and improvement implementation across the Pharmacy Department, addressing quality, service and cost transformational changes, and to implement strategic plan and program change initiatives. Maintain department quality assurance and Medication Safety programs. Applies corporate continuous process improvement discipline in partnering with business areas to ensure processes are operating effectively within the corporate strategy and direction. Bachelors degree and 3- 5 years pharmacy operations experience or health-system pharmacy administration. Prior experience as a program coordinator preferred.</p>		

<b>642</b>	<b>Pharmacy Operations Specialist I</b>	<b>Entry Professional</b>
<p>Responsible to assist in the operational development, project management and end to end business processes of new and existing health plan products. Oversee functional execution of routine, recurring operational processes. Demonstrate knowledge of the responsibilities of a designated pharmacy program or role. Learn details of corporate processes in order to troubleshoot operational issues. Identify and escalate potential risks and propose potential solutions. Bachelor's Degree with 1- 2 years of experience in pharmacy operations or claims processing experience.</p>		

<b>644</b>	<b>Pharmacy Operations Specialist II</b>	<b>Experienced Professional</b>
<p>Responsible for the operational development, project management and end to end business processes of new and existing health plan products. Demonstrate proficient knowledge of the responsibilities of a designated pharmacy program or role. Maintain awareness of, assess, and/or communicate the impact of operational changes and procedures on internal and/or external stakeholders. Will act as a Mentor to the Pharmacy Ops Specialist I. Bachelor's Degree with 3 + years of related experience in pharmacy operations.</p>		

<b>648</b>	<b>Pharmacy Prior Authorization Manager</b>	<b>Management</b>
------------	---------------------------------------------	-------------------

Manages a team of Prior Authorization job family roles. Ensures the efficient resolution of client related issues by recognizing, recommending, and developing improvements to process and procedures. Handles issues from clients and account management that may require deviation from standard procedures and ensure functionality is maintained and reflects the business objectives of the company. Focuses on implementing and executing strategies within own department/discipline/team. Bachelor's degree preferred with 3 - 5 years experience in pharmacy operations required. Pharmacy Technician certification (CPhT), LPN, Medical Assistant/Technologist required.

**652 Pharmacy Prior Authorization Supervisor**

**Lead / Supervisory Para-Professional**

Leads a Pharmacy Prior Authorization/Intake team consisting of experienced administrative, operative, and or technical roles. Ensures the efficient resolution of client related issues by recognizing, recommending, and developing improvements to process and procedures. Oversees prior authorization call volume and workload to ensure service standards are met. Plans and directs work flow and project assignments. Provides ongoing training, coaching and feedback to coordinators and other team employees. High school diploma with a minimum of 3 + years' experience, including 1 or more years prior supervisory experience preferred, in a Medical Practice and/or Call Center required. Associates degree strongly preferred. Pharmacy Technician certification (CPhT), LPN, Medical Assistant/Technologist required.

**656 Pharmacy Services Associate Lead**

**Lead Para-Professional**

Interprets and resolves highly complex issues, offering technical direction, guidance and resources to Pharmacy Technicians, Pharmacy Customer/Client Advocates and/or Pharmacy Services Associates, on a day-to-day basis. Provides training and guidance, monitors inventory to ensure workflow remains uninterrupted, and handles complex case research and resolution. May represent management during meetings, conference calls and presentations. Requires a High School diploma or equivalent; 3-5 years related Pharmacy experience required; or any combination of education and experience, which would provide an equivalent background. Current State Pharmacy Tech Certification or National Certification based on state requirements.

**658 Pharmacy Services Coordinator**

**Experienced Professional**

Responsible for serving as the customer support advocate to provide benefit interpretation and drug information to beneficiaries. Analyzes pharmacy data and creates reports. Works with claim processing, customer service, & pharmacy network management to bring customer needs to the attention of management. Oversees benefit set-up process to ensure pharmacy product changes occur with minimal disruption. BS/BA degree and 3 years related experience required. Must have working knowledge of pharmacy benefit management industry.

**670 Pharmacy Technician I**

**Entry Para-Professional**

Responsible for the interpretation and data entry of prescriptions. Enters data of prescription orders and validates member information on member prescription requests. May stock, dispense or package medication for review by pharmacist. May maintain, order, receive, and stock drug inventory. May be required to contact physician offices for clarification, etc. Requires High School diploma or equivalent and up to 1 year of pharmacy experience with Retail or managed care pharmacy background preferred, or any combination of education and experience, which would provide an equivalent background. State Tech-in-Training certificate may be required in applicable state(s).

<b>672</b>	<b>Pharmacy Technician II</b>	<b>Experienced Para-Professional</b>
<p>Responsible for the interpretation and data entry of moderately complex prescriptions. Resolves issues of prescription orders ensuring timely and accurate claim processing using multiple source systems. Dispenses and packages prescription drugs for review by RPH. May be required to contact physician offices for clarification, etc. Provides feedback to pharmacy technicians' areas for improvement. High School diploma required. Some college preferred. Pharmacy Technician Certification preferred. Two years of pharmacy experience required. Retail or managed care pharmacy background preferred.</p>		
<b>674</b>	<b>Pharmacy Technician III</b>	<b>Senior Para-Professional</b>
<p>Responsible for the interpretation and resolution of complex issues allowing for timely and accurate deliveries. Resolves exceptions to the order flow process using appropriate systems and validates member information on member prescription orders. Enters data of prescription orders and may contact physician offices for clarification. Monitors, tracks, resolves, and reports daily shipments using UPS internet based tools. May stock, dispense or package medication. Requires High School diploma or equivalent and 3+ years of retail or managed care experience, or any combination of education and experience, which would provide an equivalent background.</p>		
<b>676</b>	<b>Pharmacy Technician Lead</b>	<b>Lead Para-Professional</b>
<p>Responsible for the interpretation and data entry of complex prescriptions as well as coordinating and overseeing the work of the pharmacy technicians. Resolves complex issues of prescription orders ensuring timely and accurate claim processing using multiple source systems. Serves as a resource to pharmacy technicians, pharmacists and customer service. Provides leadership and guidance to ensure that accuracy and productivity goals are met. High School diploma required. Some college preferred. Pharmacy Technician Certification preferred. Five years of pharmacy experience required. Retail or managed care pharmacy background preferred.</p>		
<b>678</b>	<b>Quality Control Manager (Pharmacy)</b>	<b>Management</b>
<p>Responsible for serving as an expert resource in establishing overall pharmacy practice guidelines that ensure compliance with all state and federal laws and regulations. Ensures compliance with administrative code as defined by the Board of Pharmacy. Establishes policies and guidelines to ensure compliance with requirements established by state law that requires non-resident pharmacy registration. Establishes accountability and control guidelines for drug inventory purchases. Coordinates daily production activities. Oversees vendor management for the mail service pharmacy. Trains and develops pharmacy associates regarding the legal requirements necessary for the appropriate practice of pharmacy. Pharmacy Degree and valid state license required. 5+ years mail service pharmacy management experience required.</p>		
<b>680</b>	<b>Registered Staff Pharmacist I</b>	<b>Experienced Professional</b>

Responsible for performing the duties of a licensed, Registered Pharmacist according to established company policies, standard practices of the profession, and state and federal law. Interprets physicians prescriptions and processes medical orders for patients/customers of all ages. Compounds and dispenses prescribed medications and other pharmaceuticals. Maintains confidential information , controlled medications and required documentation. BS degree in pharmacy or PharmD and current Pharmacy license required. Must be in good standing with the Board of Pharmacy. 1 - 2 years related experience required.

**682 Registered Staff Pharmacist II**

**Senior Professional**

Responsible for performing the duties of a licensed, Registered Pharmacist according to established company policies, standard practices of the profession, and state and federal law. Interprets physicians prescriptions and processes medical orders for patients/customers of all ages. Compounds and dispenses prescribed medications and other pharmaceuticals. Provides comprehensive patient care to customers by processing and accurately dispensing prescription orders; administering immunizations; counseling customers regarding health care and prescription medications needs; and maintaining confidential information , controlled medications and required documentation. BS degree in pharmacy or PharmD and current Pharmacy license required. Must be in good standing with the Board of Pharmacy. 3 - 5 years related experience required.

**685 Supervisor, Pharmacy Technicians**

**Lead Para-Professional**

Supervises pharmacy technicians in the Pharmacy department, assuming responsibility for their work performance and providing oversight of workflow and processes during assigned shift. Supervise the daily operational functions of the department, specifically the Pharmacy Technicians. Act as liaison between pharmacists, physicians, and other health professionals on matters pertaining to pharmacy operational activities and patient care. In conjunction with Pharmacy Leadership, provides ongoing training or directs the provision of training necessary to ensure competency of non-professional employees and skills maintenance. Requires High School diploma or equivalent and five years of experience as a pharmacy technician required. Pharmacy Technician Certification required.

**687 Supervisor, Pharmacy**

**Lead Para-Professional**

Responsible for the supervision of the pharmacy associates responsible for entry of prescriptions into the pharmacy system and dispensing and shipment of prescription orders. Develops and review performance standards for technicians and pharmacists. Provides continual performance feedback and monitoring to all pharmacy associates. Participates with the pharmacy operations team to identify issues and solutions affecting the quality and throughput of the pharmacy. Develops and defines work flow processes to achieve quality and efficiency pharmacy goals. Represents and/or acts as a liaison with internal and external departments, vendors, or customers. Associate or BS degree preferred. Significant experience in a supervisory or lead role in a production pharmacy environment required. 1-3 years professional or leadership experience required.

**690 Trade Relations Manager (Pharmacy)**

**Management**

Responsible for managing operational aspects of the trade relations (rebate negotiation, contracting, processing, and reconciliation) function for the company. Designs processes and procedures to ensure that rebate submission and reconciliation processes are completed in a timely manner to obtain best financial result. Analyzes data such as usage patterns, contract language and other obligations, and conducts gap analysis for external partners and acquisitions. Develops and manages processes required to make new initiatives operational. Works with IT to manage system enhancements. Requires BS/BA degree and 3-5 years experience in managed care pharmacy. MBA or RPH strongly preferred.

## Pharmacy Sourcing

### 700 Direct Sourcing Consultant

Senior Management

Responsible for the negotiation of agreements with pharmaceutical manufacturers and suppliers to achieve lowest drug costs and optimal profitability balanced with clinical reasonableness. Manages the relationships between the company and the pharmaceutical industry. Maintains communication channels with formulary department to optimize both financial and therapeutic effectiveness of the company's drug formulary. Manages the activity of rebate submission staff, and provides direction as necessary. Assists mail service purchasing department with generic and wholesaler negotiations and integrated retail/mail contracts and programs with branded drug manufacturers. BS/BA in a related field required. RPH strongly preferred. 3 plus years experience within a managed care environment required.

## Quality & Compliance

### 750 Pharmacy Provider Audit Representative

Experienced Professional

Responsible for the pharmacy provider audit and compliance process for the company. Conducts monthly field audits of selected pharmacy providers whose dispensing patterns fall outside established parameters. Assess the overall level of compliance with the established agreement and pharmacy manual for all pharmacy claims. Perform audits of hard-copy prescriptions, signature logs detailing correct submission of product selection codes, and prescription quantity. Review pharmacy for proper multi-source stocking, partial fill prescriptions and overall cleanliness. Performs reporting and analysis on audit findings for each provider. Completes all overpayment result calculations and distribute audit results to provider. Completes all rebuttals, and distributes final audit summary. BS/BA degree required. 3+ years of retail pharmacy experience, and good understanding of retail pharmacy operations and claims processing required.

## Strategy & Programs

### 800 Director, Clinical Pharmaceutical Strategy & Programs

Senior Management

Responsible for developing, directing and managing all internal and external medication and pharmaceutical clinical programs for the Health Plan. Establishes medication use strategies and associated drug policies for applicable pharmacy and medical benefits. 10+ years clinical experience to include administrative experience in a pharmacy managed care environment required. BS degree and Doctorate in Pharmacy required. 10 + years of pharmacy leadership experience required.

### 810 Manager, Clinical Review (Pharmacy)

Management

Responsible for providing leadership to ensure that the company delivers integrated, high quality, clinically effective comprehensive prescription management programs that add value to clients, and are profitable. Leads Clinical Account Pharmacists and other support personnel to build and maintain strategic relationships with business partners. Manages the strategic efforts of related committees. Directs the development and maintenance of Prior Authorization processes, Off-Label Review analyses, support of company Medical Policy, and Data Operations in order to accomplish objectives within policy and budget. Bachelor of Science in Pharmacy required; MBA, advanced degree in business, and/or PharmD preferred. At least 3 years of leadership experience in clinical services in a prescription management environment required.

**820**   **Manager, Pharmacy Administration**

**Management**

Responsible for initiating, performing, and completing activities to maintain and improve the quality, cost effectiveness, and compliance of the pharmacy and clinical programs for all product lines. Facilitates full and complete compliance with pharmacy regulatory requirements and manages the operational risk associated with Health Plan administration of its pharmacy programs. Master's Degree preferred, Bachelor's degree in Pharmacy required. Current unrestricted state pharmacy license with 5+ years professional or management/leadership experience required.