

Pharmacy Associate Job Family			
Job Title	Pharmacy Associate I	Pharmacy Associate II	Pharmacy Associate III
Job Code	MB2107	MB2095	MB2096
Pay Grade	14	15	16
<b>Position Summary</b>	Under the direct supervision of the Associate Director or designee, the Pharmacy Associate I functions as a team member of the outreach programs within Clinical Pharmacy Services (CPS). CPS is responsible for administering client-specific programs to provide clinical pharmacy expertise with regard to member prescriptions. This position will handle live calls from members and occasionally prescribers and pharmacists to provide information regarding client initiatives. The incumbent of this position may also review requests for Medication Therapy Management and prior authorization under the guidance of a licensed pharmacist.	Under the direct supervision of the Associate Director or designee, the Pharmacy Associate II functions as a team member of the drug utilization review programs within Clinical Pharmacy Services (CPS). CPS is responsible for administering client-specific programs to provide clinical expertise in regards to prior authorization for member prescriptions. This position may handle live calls from physicians and pharmacists and provides information regarding client initiatives, with increasing independence. The incumbent of this position will also review requests for prior authorization and determine approval or denial of these requests under the guidance of a licensed pharmacist.	Under the general supervision of the Associate Director or designee, the Pharmacy Associate III functions as a team member of the drug utilization review programs within Clinical Pharmacy Services (CPS) which is responsible for administering client-specific programs to provide clinical expertise in regards to prior authorization for member prescriptions. The Pharmacy Associate III serves as team leader or shift supervisor for Pharmacy Associate staff, including supervision of orientation and training programs. This position independently handles live calls from physicians and pharmacists and provides information regarding client initiatives. The incumbent of this position will also review requests for prior authorization and determine approval or denial of these requests under the guidance of a licensed pharmacist.
<b>Essential Functions /Scope</b>	<ul style="list-style-type: none"> <li>* Handle outbound and inbound phone calls to members, prescribers and pharmacists regarding client specific work.</li> <li>* Record call information into a phone/pharmacy system or a client specific database.</li> <li>* Perform support tasks specific to the outreach programs within CPS including obtaining appropriate information from client or internal database(s).</li> <li>* May provide real time information via telephone to physicians and pharmacists regarding questions concerning initiatives involving member prescriptions.</li> <li>* Review clinical documentation against applicable criteria submitted by prescribers to determine approval or denial of requests for prior authorization.</li> <li>* Decide in real time via telephone communications with pharmacies the authorization of denial of certification requests for prescription medications.</li> <li>* Assist CPS staff with data entry and monitoring/researching member profiles for client projects and ad hoc reports.</li> <li>* May assist CPS consultant pharmacist with obtaining and disseminating information concerning upcoming appeals.</li> <li>* Participate in quality improvement initiatives within CPS.</li> </ul>	<ul style="list-style-type: none"> <li>* Review clinical documentation against applicable criteria submitted by physicians and pharmacists to determine approval or denial of request for prior authorization.</li> <li>* Assist CPS staff with data entry and monitoring/researching member profiles for prior authorization requests and ad hoc reports.</li> <li>* Assist CPS consultant pharmacist with obtaining and disseminating information concerning upcoming appeals.</li> <li>* May provide guidance to Pharmacy Associate I in performance of duties.</li> <li>* Participate in orientation of Pharmacy Associate I staff members.</li> <li>* May provide real time information via telephone to physicians and pharmacists regarding questions concerning initiatives involving member prescriptions.</li> <li>* May decide in real time via telephone communications with pharmacies, the authorization or denial of certification requests for prescription medications.</li> <li>* Participate in quality improvement initiatives within CPS.</li> </ul>	<ul style="list-style-type: none"> <li>* Assign, monitor work, and supervise shift activities of Pharmacy Associate I and IIs.</li> <li>* Provide orientation and training for Pharmacy Associate staff.</li> <li>* Provide real time information via telephone to physicians and pharmacists regarding questions concerning initiatives involving member prescriptions.</li> <li>* Review clinical documentation against applicable criteria submitted by physicians and pharmacists to determine approval or denial of requests for prior authorization.</li> <li>* Decide in real time via telephone communications with pharmacies the authorization of denial of certification requests for prescription medications.</li> <li>* Assist CPS staff with data entry and monitoring/researching member profiles for prior authorization requests and ad hoc reports.</li> <li>* Assist CPS consultant pharmacist with obtaining and disseminating information concerning upcoming appeals.</li> <li>* Lead or participate in quality improvement initiatives within CPS.</li> </ul>
<b>Required Qualifications</b>	* Certification in Pharmacy with no pharmacy experience or 1 year pharmacy or drug utilization review experience	* Certification in Pharmacy and 1 year of pharmacy experience or 2 years of drug utilization review experience	* Certification in Pharmacy and 2 years of pharmacy experience or 3 years of drug utilization review experience
<b>FLSA Status</b>	Non Exempt	Non Exempt	Non Exempt
<b>Promotional Process</b>	<b>Requisition</b>	Requisition or In-family Promotion from Pharmacy Associate I	Requisition or In-family Promotion from Pharmacy Associate II