

Rx Prior Authorization Coordinator Job Description



Position Title: Rx Prior Authorization Team Member

Reports to: Care Center Leader

Job Status: Full-Time

FLSA Status: Non-Exempt

Positions Supervised: None

Position Summary: Professionally and courteously greet and assist patients and pharmaceutical reps in person or on the phone to provide each patient assistance with insurance authorizations on medication for coverage under their plan. Work with other offices and their teams to accurately obtain information needed to process medication prior authorization requests from insurance carriers.

Essential Functions:

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

- Greet patients, pharmaceutical and insurance representatives in a positive and helpful manner. Work with them to obtain information necessary for medication coverage.
- Communicate clearly in person and on the phone to establish/maintain cooperative relationships with patients, families, physicians, staff, and management.
- Provide necessary forms to patients for completion and signature. Review all forms for completeness and accuracy.
- Verify patient's pharmacy insurance eligibility.
- Effectively utilize the EMR, as well as, online authorization sites for medication programs, i.e. CoverMyMeds
- Copy, fax and mail documents and information as requested by insurance carrier.
- Establish and maintain effective working relationships with patients, providers, team members, insurance companies, and the public.
- Fulfill organizational responsibilities as assigned, which may include but are not limited to: respecting and promoting patient's rights, responding appropriately to emergency situations, sharing problems relating to patients and/or staff with Care Center Leader in a timely manner. Provide safe patient-centered, compassionate, and competent care.
- Ability to interact with diverse groups.
- Required to attend all scheduled monthly meetings.
- Perform all other duties as assigned.

Competencies:

- Accuracy – Ability to perform work accurately and thoroughly.
- Communication – Ability to communicate effectively verbally and in writing.
- Computer Skills – Proficient ability to use a computer and electronic medical record.

- Confidentiality – Maintain patient, team member and employer confidentiality. Comply with all HIPAA regulations.
- Customer Service Oriented – Friendly, cheerful and helpful to patients and others. Ability to meet patients and others needs while following office policies and procedures.
- Detail Oriented – Ability to pay attention to the minute details of a project or task.
- Flexibility – Ability to adapt easily to changing conditions and work responsibilities.
- Multi Task – Ability to handle more than one task at the same time.
- Positivity – Display a positive attitude and is a positive agent for change.
- Teamwork – Work as part of a team and collaborate with co-workers.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations.

Education and Experience:

- High school diploma or equivalent required
- Medical front office or clinical experience required

Certification and Licensure:

- None required

Work Environment:

- Environmentally controlled medical office environment
- Fast paced environment with occasional high pressure situations
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public

Physical Demands:

- Frequent sitting, writing, typing, grasping and speaking
- Occasional standing, walking, reaching, bending, stooping, lifting and carrying
- Lifting, carrying, pushing and pulling up to 25 pounds
- Frequent use of computer, keyboard, copy and fax machine and phone

CVFP has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the team member's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors, managers, directors or officers as deemed appropriate. This document does not represent a contract of employment, and CVFP reserves the right to change this job description and/or assign tasks for the team member to perform, as CVFP may deem appropriate.

Team Member Signature: _____

Date: _____

Revision Dates: 1/2016