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**Coastal Medical Position Description**

**Company:** Coastal Medical Physicians

**Title:** Pharmacy Tech II

**Reports To:** Pharmacy Manager

**Supervises:** None. Required to work collaboratively with others.

**Job Summary:** Assists practice locations in completing patient refill requests and medication prior authorizations.

**Essential Functions of the Position** (*Illustrative Examples Included*)

* Completes refill requests in a timely and accurate manner according to protocols
* Prepares prior authorization pharmacy requests from prescribers and patients
* Researches, resolves, and documents prior authorization outcomes in the patient’s record
* Communicates prior authorization outcomes to physicians, physician's office staff, patients and/or pharmacists
* Escalates prior authorization requests to the appropriate pharmacist when the request requires extensive clinical review
* Addresses patient concerns and/or requests regarding access to medications (i.e., availability, cost, etc.)
* Documents properly, timely and accurately in the Electronic Medical Record (EMR)
* Effectively communicates with other care teams as it relates to patient needs
* Complies with federal and local confidentiality laws, including HIPAA, ensuring patient privacy
* Adheres to Coastal Medical guidelines and policies for protecting patients’ demographic, clinical and financial information
* Performs other job-related duties as assigned

**Education and Experience**

* High School Diploma or equivalent
* Rhode Island Pharmacy Tech II license
* National Certified Pharmacy Technician certification
* At least one year of prior experience
* Any combination of education and experience that is substantially equivalent is also acceptable

**Knowledge, Skills and Abilities**

* Ability to use technology including an EMR and Microsoft Office including Word, Excel, and Outlook
* Maintains knowledge of most common insurance formularies
* Ability to perform basic mathematical calculations
* Ability to identify and escalate clinical concerns to appropriate care team member
* Must be able to multi-task and work in a fast-paced environment
* Excellent written and verbal communication, interpersonal, and prioritization skills
* Advanced listening skills
* Ability to work independently with minimal guidance
* Interacts with patients in an appropriate and professional manner
* Must be committed to providing superior customer service to all
* Must be flexible and receptive to change with the ability to learn quickly and retain new information
* Detail and process orientated with a focus on accuracy and efficiency

**Physical Effort and Dexterity**

* This role works primarily in a remote capacity and has daily communications through virtual meetings
* Sit and stand for prolonged periods of time
* Work and move among all departments of Coastal Medical group
* Excellent hand/eye coordination
* Lift up to 15 pounds
* Manual dexterity to operate a personal computer or laptop as well as standard office machines and equipment as it pertains to one’s position
* State-wide travel and operation of motor vehicle may be required for offsite meetings and trainings
	+ Must have a valid driver’s license and clear driving record
	+ Use of personal vehicle and proof of auto insurance is necessary

**Visual Acuity, Hearing and Speaking**

* Capability to transfer information from original source to paper, computer, telephone and in person

*\*This position description does not list all duties of the position. The employee may be asked by his or her supervisor, manager, or director to perform other duties. The employee will be evaluated in part based on the performance of the tasks contained herein.*

**Signatures**

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.*

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please Print)

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*September 2022*