

JOB DESCRIPTION

Position: Pharmacy Processing Representative



We are an equal opportunity employer.

Objective:

All pharmacy processing representatives will support the mission, vision, culture, and quality statement to develop, enhance, and promote excellence in customer service through team collaboration. You are expected to exhibit a professional demeanor at all times while representing the pharmacy. It is expected that all prescriptions will be processed with precision and accuracy.

Pharmacy Processing Representative

A Pharmacy Processing Representative is responsible for submitting claims for accounts and works with physician offices and insurance companies to ensure timely claims adjudication of online submission of claims and preparing orders for filling. Responsibilities include:

- Calculates and/or verifies the correct dosage based on the prescription
- Enters new and refill orders in a timely and accurate manner.
- Process orders based on the priority assigned
- Review and research rejected Third-Party claims taking appropriate action to resolve.
- Manage assigned queues keeping up-to-date and current on all claims.
- Consult with dispensing pharmacist regarding prescription order clarification and order entry problems or concerns.
- Complete all data fields according to pharmacy procedures including use of approved abbreviations.
- Follow all applicable government regulations including HIPAA.
- Follow all applicable government regulations including HIPAA.
- Courteously assists all internal and external customers
- Other duties as deemed necessary

Minimum (Required): /(must be met in order to perform the job at the required level)

- High school diploma
- Medical background
- Entry-Level familiarity with Excel/Access
- Perform multiple tasks effectively
- Able to work both independently and as part of a team

Preferred: /(if above and beyond the minimum required)/

- Registered Pharmacy Technician highly preferred
- Experience in pharmacy, managed care, Medicaid and/or Medicare organizations

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.