

UW HEALTH JOB DESCRIPTION

Business Operations Specialist – Pharmacy 340B

Job Code: 300095	FLSA Status: Exempt	Mgt. Approval: J. Temple	Date: June 2020
Department : Pharmacy		HR Approval: J. Theisen	Date: June 2020

JOB SUMMARY

The Business Operations Specialist - Pharmacy 340B is responsible for maintaining a high performing, highly compliant, 340B program. The incumbent's main focus will be conducting audits and assuring the ongoing success of the 340B program. The incumbent may be asked to participate in the development of policies and procedures, education to internal stakeholders, program changes, program and optimization projects.

MAJOR RESPONSIBILITIES

- A. Training and Education
 - a. Develops training and competency materials for all staff who work with the 340B program.
 - b. Conducts ongoing 340B program training for staff.
 - c. Regularly communicates with all staff involved with the 340B program to ensure that processes remain efficient and to address any problems or suggestions for improvement.

- B. Policies and Procedures
 - a. Assist with the development and maintenance of 340B policies and procedures.

- C. Compliance
 - a. Conducts ongoing monthly and quarterly audits to assure the 340B program is compliant.
 - b. Continually monitors 340B regulations to ensure federal compliance, staying up-to-date on all rule changes, including HRSA/OPA and Medicaid. Shares all learnings and hot topics with management and staff.
 - c. Keeps abreast of trends and issues by attending 340B trainings, monitoring industry publications and websites, professional media, literature, and peers to ensure that the institution has the latest information regarding interpretations, rulings, suggestions and advanced ideas for improving participation.

- D. Auditing
 - a. Performs 340B purchasing and utilization audits or compliance assessments internally, as needed to ensure compliance with all applicable regulations. This includes, self-audits of 340B processes, annual audit of contract pharmacies, and monthly audits of 340B eligible locations. Coordinates the remediation of findings.
 - b. Routinely reviews data and related reports from all points of service at which 340B participation occurs to ensure that policies and procedures are followed, entity eligibility requirements are met, and all patients meet patient definition requirements.

- E. Program Enhancement/Optimization
 - a. Ensures that leadership is aware of any potential optimization opportunities that are identified.
 - b. Assist with implementation and monitoring.

- F. Operations
 - a. Participates in the day-to-day compliance review and operations of clinic-administered medications in eligible locations, mixed-use areas managed by split-billing software, outpatient prescriptions fulfilled by an owned pharmacy, and outpatient prescriptions fulfilled by a contract 340B pharmacy.
 - b. Participate in interviews, selection, orientation, and training of new employees
 - c. Provide input on staff performance including providing feedback for performance evaluations.
 - d. Participate in staff meetings to communicate changes and address issues that need to be discussed.
 - e. Address customer concerns/complaints as they arise.
 - f. Assist in the implementation of policies and procedures.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

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JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in business administration, finance, accounting, supply chain, or another relevant field. Experience may be considered in lieu of a degree in addition to the experience listed below.
	Preferred	
Work Experience	Minimum	One (1) year of healthcare, accounting, business administration, finance, or related experience
	Preferred	<ul style="list-style-type: none"> • One (1) year of experience as a Pharmacy Technician, Buyer, Analyst, or Auditor • Two (2) years of experience in progressively advanced analytic and project leadership roles in healthcare or equivalent advanced education.
Licenses & Certifications	Minimum	None
	Preferred	Advanced 340B Operations Certificate (340B ACE)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent verbal and written English communication skills. • Excellent organizational and time management abilities. • Effective interpersonal skills, including the ability to effect collaborative alliances, promote teamwork and ensure a high degree of internal and external customer satisfaction. • Ability to work as a team player or autonomously with strong organizational skills, project management skills and attention to detail. • Ability to work with vendors and other departments to keep multiple tasks on track and bring projects successfully to completion. • Strong skills in standard Microsoft Office applications (Excel, Word, Outlook, Access) • Ability to initiate and follow through on complex programs of both short- and long-term duration. • Highly developed problem-solving skills including the ability to identify and resolve complex problems

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
x	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight

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	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.