

UW HEALTH JOB DESCRIPTION

Pharmacy Informatics Support Specialists, Benefits Management

Job Code: 2563	FLSA Status: Exempt	Mgt. Approval: P Cory	Date: 8-14
Department:		HR Approval: CJU	Date: 8-14

JOB SUMMARY

The Pharmacy Benefit Analyst will function as part of the Unity Pharmacy Program to provide pharmacy benefit management services to Unity Health Insurance. A key focus of this position will be to coordinate with Unity's pharmacy claims processor, Unity Pharmacy Program staff and other Unity staff to ensure pharmacy benefits are processing correctly and to implement new benefits, benefit changes or formulary changes. The Pharmacy Benefit Analyst will also assist other staff in day-to-day pharmacy benefit management functions and projects including processing of prior authorization requests and responding to phone calls. A substantial portion of the normal duties of the incumbent requires proper judgment, sensitivity and strict adherence to University of Wisconsin Hospital and Clinics policy on confidentiality.

MAJOR RESPONSIBILITIES

- Coordination with Unity's pharmacy claims processor to implement new benefits, benefit changes or formulary changes in the claims processing system.
- Maintenance and updating of Unity's internal and external formulary and benefit documentation including document and databases, the PDF formulary on Unity's website and ePocrates.
- Testing of all changes prior to implementation as well as after they are in production.
- Routine quality assurance activities to ensure current benefits are processing correctly.
- Establishes and maintains change control procedure for the system.
- Troubleshooting of claims issues, accumulator issues, and network reimbursement issues that come to our attention to diagnose and resolve the issue. Work to identify root cause analysis of issues to preform preventive processes of future instances of issues.
- Represent the pharmacy program at key implementation and other operational meetings regarding the status and function of the pharmacy benefit.
- Provides leadership in tracking and communicating workflow and system changes to appropriate sources and coordination of training and documentation needs.
- Serve as a back-up for Pharmacy Technicians for processing of prior authorization requests and answering pharmacy benefit-related phone calls.
- Independently manage projects and other duties as assigned.

JOB REQUIREMENTS

Education	Minimum	2-year degree required
	Preferred	4-year degree in information technology, business administration, finance, or degree related to applicable department
Work Experience	Minimum	Information Technology or Analysis experience or 3 years subject matter experience in applicable field
	Preferred	Direct experience with maintaining and updating pharmacy benefit management claims systems or medical claims systems. PBM or health plan experience a plus.

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Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Excellent verbal and written English communication skills • 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 learn and use Unity and pharmacy benefit management software programs necessary to perform job responsibilities. • Highly developed problem-solving skills including the ability to identify and resolve complex problems related to automated claims systems and operations within functional area • Direct experience with maintaining and updating pharmacy benefit management claims systems or medical claims systems highly valued • Excellent customer service skills • AGE – SPECIFIC COMPETENCY Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients 	

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,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		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
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#

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Other - list any other physical requirements or bona fide occupational qualifications not indicated above:	
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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.