

SAMPLE JOB DESCRIPTION

Specialty Pharmacy Business Coordinator

I. JOB SUMMARY

The Specialty Pharmacy Services (SPS) Business Coordinator assists in maintaining the specialty pharmacy business in accordance with departmental standards, internal and external reporting requirements, accreditation standards, and pharmacy laws and regulations. They organize, supervise, direct, evaluate and validate data collection and reporting functions to ensure the provision of accurate, efficient, and appropriate specialty pharmacy services. The Coordinator reports to internal and external stakeholders for purposes of inclusion in specialty pharmacy networks, accreditation, and overall business management.

II. DUTIES AND RESPONSIBILITIES

Administration

- Identify new SP opportunities based on current restricted payer networks, current limited distribution drugs, pipeline SP drugs, and all other SP opportunities. Analyze through financial modeling of the opportunity and submit reports to the Associate Director and SPS.
- Work with payers and manufacturers to gain access to limited distribution drugs and payer networks. Monitor all interactions and meetings and provide regular updates to the Associate Director of the status of network access.
- Interact with payers, insurance companies, pharmaceutical manufacturers, and other stakeholders in order to establish and maintain relationships that will grow and sustain the business.
- Develop, implement, and monitor a program to increase SPS capture rate.
- Report on SPS quality and performance indicators, such as revenue, number of prescriptions, margin, capture rate, phone metrics, consumer satisfaction, dispensing errors, delivery errors, prior authorization approval rate, time, turnaround time, and others as required.
- Develop analytic reports and dashboards that will improve SPS understanding and performance.
- Ensure all SPS reporting requirements are met to maintain SPS network contracts.
- Perform analyses and reports required for URAC, ACHC, and other SPS accreditations as required. Assist with accreditation submissions as they pertain to SPS evaluation and reporting.
- Identify areas for process improvement and assist with executing plans to improve operational efficiencies.
- Engage in external collaborative organizations such as Acentrus, Asembia, National Association of Specialty Pharmacy and Academy of Managed Care Pharmacists.
- Lead the SPS Regulatory Compliance Program and provide oversight to ensure SPS complies with all applicable state and federal regulations

Continuing Education

- Remain current through participation in departmental continuing education and through reading professional literature and/or attending professional continuing education conferences and professional meetings.

Committee Participation

- Lead the SPS Marketing Committee and submit reports as required
- Provide quarterly updates on SPS business including financials and metrics to the Quality Management Committee for review and approval.

Educational

- Participate in the education of nursing staff, medical staff, and all members of the health care team.
- Participated in site specific and departmental staff development by designing, evaluating and providing in-services, continuing education programs and by serving as a preceptor and role model.
- Participate in the education of Pharm.D. students, PGY1 and PGY2 residents, international Pharmacist, and other pharmacy staff by serving as preceptor and role model as defined by the guidelines and requirements of the Department of Pharmacy Practice.
- Provide education on pipeline and new specialty drugs to members of the Specialty Pharmacy team

Research and Scholarship

- Attend and actively participate in Departmental and Team meetings.
- Represent the Department at committees as assigned.
- Participate in public service events (e.g. Brown Bags, community education, etc.).
- Identify research or demonstration grant opportunities for Specialty Pharmacy. Prepare the grant applications and lead or participate in the research or demonstration project if the grant is awarded.

III. QUALIFICATIONS

Education and Training:

- Graduate of an Accreditation Council for Pharmacy Education (ACPE) accredited pharmacy program.
- Licensed as a registered Pharmacist by the state.
- Completion of a residency and/or fellowship or equivalent experience. A specialized residency in specialty pharmacy, managed care pharmacy, ambulatory care, or a Masters of Business Administration is desired.

Experience and Knowledge

- The knowledge base, business and analytics background, specialty pharmacy experience, and initiative to make accurate and independent decisions.
- Demonstrated persistence and ability to effectively communicate with payers and manufacturers.
- Strong verbal and written communication skills.
- Strong Microsoft excel skills or other analytical software.
- Prior experience or demonstrated ability to effectively participate in didactic and/or clerkship teaching.
- Interpersonal skills necessary to effectively function with the specialty pharmacy team, the Ambulatory Care Pharmacy Department, and the health system.
- Desire to conduct scholarly writing and research.