

SAMPLE JOB DESCRIPTION

Infusion Authorization Specialist

I. JOB SUMMARY

The Infusion Authorization Specialist is responsible for the direction and control of the Ambulatory Infusion Authorization program for assigned clinics. Responsibilities include maximizing reimbursement through programs that provide funding or provision of infusion medications, serving as a liaison between clinic teams and the pharmacy staff ensuring effective communication regarding infusion prior authorization issues, and providing insurance authorization and patient assistance program information and education to providers, patients, and staff.

II. DUTIES AND RESPONSIBILITIES

Management

- Perform tasks related to the management of prior authorization and access for patients served by infusion and clinic areas.
- Identify patient needs and ensure coverage of medication on their insurance plan through benefits investigation. If not covered, obtain necessary information from medical record, patient, and provider to enable justification for Patient Assistance program or copay assistance. Contact patients to provide information related to these resources.
- Provide formulary assistance for clinic administered or infusion medications through evaluating necessity of prior authorization and identification of formulary alternatives.
- Obtain initial and renewal insurance authorization for infusion medications as required by insurance plans and provide infusion cost estimates to patients or clinic staff.
- Ensure patients' infusion orders are sent to the appropriate pharmacy or infusion clinic for fulfillment along with any co-pay assistance documentation.
- Participate in specialty pharmacy quality management programs. Develop a plan to improve, streamline, and increase the efficiency and effectiveness of the infusion authorization program. Work with the infusion authorization team to evaluate and further develop systems and processes including: Developing a process for tracking prior authorizations and appeals. Evaluating Patient Assistance Program software for documentation and tracking applications, renewals and patient communication including developing an ROI, budget proposal, and implementation plan. Develop processes for products with a Risk Evaluation and Mitigation Strategy (REMS) program for specialty infusion pharmaceuticals.
- Participate in revenue cycle committees to help identify causes of denied claims and develop workflow solutions to optimize revenue capture
- Participate in the development, implementation and evaluation of policies and procedures for the infusion authorization program. Assist the pharmacy manager in the development of new policies and procedures and assure timely review and revision of procedures as the program expands. Assure that all program policies and procedures meet state and federal regulations. Provide education to providers, nurses, and pharmacy staff when new policies and procedures are developed.

Financial

- Maintain a data collection instrument for the infusion authorization program. Document financial impact of program activities through increased prior authorizations for infusions, medication assistance programs, and co-pay assistance programs.

- Serve as point of reference for Patient Assistance audits and provide all necessary documentation; patient financial records, signed applications, original orders, and proof that the patient received the infusion.
- Identify and resolve problems in Patient Assistance and reimbursement and determine compliance for patients of the assigned clinics. Assure resolution of infusion reimbursement and patient assistance issues with patient, provider, third party payor, and drug manufacturers to ensure patient access to prescribed infusions.

Education

- Serve as a subject matter expert for physicians, administrators, clinical staff, pharmacy staff, and third party payers for issues regarding ambulatory infusion reimbursement and Patient Assistance programs.
- Assist in developing marketing materials for patients and clinic staff.
- Maintain current professional standards and credentials through study materials and education to stay abreast with continuous changes in the health care industry.

III. QUALIFICATIONS

Education:

- Current certification and/or licensure as a Pharmacy Technician
- Bachelor's degree in health care related or business field or 4-5 years' experience as a pharmacy technician

Experience and Training:

- Knowledge of third-party insurance billing practices, federal and state regulations with regard to billing and reimbursement, internal billing structure, and billing procedures
- Experience with patient assistance programs