

SAMPLE JOB DESCRIPTION

Specialty Pharmacy Billing Technician

I. JOB SUMMARY

The Specialty Pharmacy Billing Technician is responsible for performing tasks related to the management of third-party billing for patients served by the Outpatient Pharmacies. Responsibilities include serving as a liaison between the billing operations specialist and the pharmacy staff, to ensure effective communication regarding billing issues.

II. DUTIES AND RESPONSIBILITIES

- Review and screen new patients at intake to determine if patient has adequate prescription coverage. Refer appropriate patients to financial counseling for coverage or charity application.
- Provide customer service through the Specialty Pharmacy Call Center. Triage patient calls to appropriate party.
- Provide monthly adherence phone calls to patients.
- Function as primary third party billing resource for Outpatient pharmacy staff.
- Troubleshoot and resolve billing rejections and subsequently rebill claims to appropriate carrier for all commercial, federal, and state insurance plans. Submit prior authorization requests, follow up on submitted prior authorization requests and submit claims with approvals as appropriate.
- Identify patients who may qualify for patient medication assistance programs or copay assistance.
- Contact payers for lost medication overrides, replacement, and vacation override approvals.
- Assist with prescription audits.
- Establish and maintain good working relationships with billing operations specialists and Outpatient Clinic pharmacy staff to maintain effective communication regarding third-party billing issues.
- Assist in the development, implementation, and evaluation of third-party billing policies and procedures. Educate pharmacy staff about third-party billing policies and procedures as needed.

III. QUALIFICATIONS

- Current certification and/or licensure as a Pharmacy Technician
- High school education or GED certificate