



PHARMACY TECHNICIAN

Position Status: Non-Exempt
Reports To: Pharmacy Services Supervisor
Effective Date: 07/30/13
Revised Date: 04/25/25
Job Level: S3

POSITION SUMMARY

Under limited supervision, this position:

1. Assists the Pharmacy Department with internal and external issue resolution and communications requiring specialized pharmacy technical ability and expertise related to medication coordination
2. Reviews and processes prior authorization requests for physician-administered drugs, which includes intake, triage, and associated correspondence, using established criteria
3. Ensures accuracy and performs timely review of member and provider correspondence
4. Assists in the implementation and maintenance of pharmacy programs
5. Performs other duties as assigned

RESPONSIBILITIES

1. Assists the Pharmacy Department with internal and external issue resolution and communications requiring specialized pharmacy technical ability and expertise related to medication coordination, with duties including but not limited to:
 - Interacting with internal and external contacts, primarily over the phone, to coordinate medication coverage and resolution of issues
 - Participating in the development of meeting materials for the Pharmacy and Therapeutics committee, as well as subsequent updates to departmental documents, website, and other program materials
 - Serving as backup to other pharmacy staff as directed by Pharmacy Management team
 - Assisting with and preparing departmental reports, studies, and audits
 - Participating in Quality Improvement activities
 - Participating in and collaborating on special projects, as assigned
2. Reviews and processes prior authorization requests for physician-administered drugs, which includes intake, triage, and associated correspondence, using established criteria, with duties including but not limited to:
 - Conducting an initial review of the required documentation and corresponding with providers to obtain additional information as needed
 - Interacting directly with prescriber's office to communicate preferred alternatives when the submitted Prior Authorization Requests demonstrate preferred alternatives have not been tried
 - Approving prior authorization requests according to established prior authorization criteria and decision trees
 - Triage prior authorization requests to clinical pharmacy staff for additional review when documentation does not meet established criteria or as directed
 - Communicating interdepartmentally regarding requests from pharmacy and physician providers

- Guiding and processing prior authorizations through the determination process in the allotted time set forth by Department of Health Care Services and meeting established department deadlines
 - Directing and referring prior authorizations to Clinical Pharmacists based on urgency or outside of established guidelines
 - Assisting in communicating with pharmacy and physician providers regarding prior authorization requests, under the supervision of the Pharmacy Management team,
 - Participating in departmental and organizational meetings and other activities, as assigned
3. Ensures accuracy and performs timely review of member and provider correspondence, with duties including but not limited to:
 - Performing overall quality review of member correspondence
 - Reviewing Notice of Action letters for accuracy and following up with appropriate Pharmacy staff to make recommendations to address quality issues and revisions to the content of correspondence
 - Generating reports on timeliness and authorizations queue volume on a scheduled and ad hoc basis
 - Ensuring member Notices of Action meet cultural and linguistic requirements
 - Ensuring member correspondence is sent for translations and alternative format in a timely manner
 4. Assists in the implementation and maintenance of pharmacy programs, with duties including but not limited to:
 - Performing extensive analysis of member medication history using internal and external software programs
 - Performing outreach to external providers and community partners in Alliance service areas regarding pharmacy programs
 - Communicating regularly with participating entities to determine necessary support and resources
 - Documenting any interventions performed on provider or community partners
 - Running or reviewing reports related to pharmacy programs
 - Auditing provider performance and assessing intervention need
 - Participating in new program pilots, as assigned
 5. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Current, valid license in good standing as a Pharmacy Technician issued by the California State Board of Pharmacy
- High school diploma or equivalent and four years of experience as a Pharmacy Technician (an Associate's degree may substitute for one year of the required experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of Medi-Cal, Medicare and/or commercial health insurance programs
- Working knowledge of the general pharmacy prior authorization process

- Working knowledge of standard medical abbreviations and medical terminology
- Working knowledge of drug generic and trade name equivalents
- Working knowledge of computerized drug programs and standard format of National Drug Codes (NDC)_
- Working knowledge of drug generic and trade name equivalents
- Working knowledge of drug utilization
- Working knowledge of drugs and supplies utilized in the operation of a pharmacy
- Working knowledge of common Pharmacy Benefit Manager claim rejections and overrides
- Working knowledge of the principles and practices of customer service
- Working knowledge of general office procedures and equipment Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Outlook, and Excel
- Ability to read, understand, and transcribe pharmaceutical information
- Ability to read chart notes
- Ability to problem solve and provide guidance regarding formulary alternatives
- Ability to identify issues of concern, gather and evaluate information, and document recommendations
- Ability to handle conversations and sensitive issues with confidentiality, tact, and diplomacy
- Ability to quickly learn and utilize internal and external software programs
- Ability to pay close attention to detail, maintain accurate records, and utilize effective organizational skills
- Ability to perform data entry at 90% accuracy
- Ability to proofread for accuracy and completeness
- Ability to work independently with minimal supervision and as a member of a team

DESIRABLE QUALIFICATIONS

- Experience working in managed care or in a hospital, long term care, or specialty compounding pharmacy, or infusion center
- Experience in medication reconciliation or medication therapy management
- Experience in Medicare Part D denied claims management
- Working knowledge and proficiency in Microsoft PowerPoint
- Some knowledge of Pharmacy law and compliance standards

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.