

UW HEALTH JOB DESCRIPTION

Medication Access Coordinator			
Job Code: 700006	FLSA Status: Non-Exempt	Mgt. Approval: J. Langley	Date: December 2020
Department: Pharmacy		HR Approval: J. Theisen	Date: December 2020
JOB SUMMARY			
<p>The Medication Access Coordinator (MAC) serves as the primary liaison for clinical stakeholders with regard to pharmacy-based prior authorization programs. The MAC is responsible for integrating work and coordinating initiatives and communication as necessary across several UW Health medication-related prior authorization and support programs, as well as facilitating communication and documentation for clinical stakeholders. The MAC is also responsible for overseeing the training program, workload balancing, POD metrics, POD accountability, and quality improvement project management.</p> <p>The MAC will establish and maintain collaborative working relationships with stakeholders in the specialty program specifically and all pharmacy-based prior authorization programs globally. The incumbent requires proper judgment, sensitivity, and strict adherence to University of Wisconsin Hospital and Clinics policies governing patient confidentiality.</p>			
MAJOR RESPONSIBILITIES			
<p>Performs all job functions and responsibilities of a Medication Access Specialist in addition to performing a combination of some or all the responsibilities outlined below:</p> <ul style="list-style-type: none"> Serve as the POD liaison to ensure collaboration and coordination between programs; build rapport between pharmacy services, clinics and providers through regular meetings and conversations. Develop internal and external customer service standards and assure systems are in place to measure customer satisfaction with pharmacy services. Investigate complaints from customers or other departments about pharmacy billing and reimbursement issues Establish and accomplish quality assurance and performance improvement goals for assigned POD. Complete quality improvement and productivity initiatives, and continually identify and improve processes and procedures Lead and coordinate all medication prior authorization service go-lives and program expansions/updates Monitor and rectify financial metrics for Pod's specialty medications for clinic or home use Conduct reviews for denials and coordinate write-off approvals with the Ambulatory Pharmacy fiscal department. Establish and achieve cost-reduction and/or revenue increasing goals related to optimizing the site of care for specialty medications for clinic or home use Develop, coordinate and maintain staff and department orientation, training and competency assessment systems; train new staff and provide ongoing mentoring to existing staff as necessary Assist in the day-to-day operational priorities for the Medication Access Specialists. Promote team and individual goal setting within the POD in line with organizational and management priorities Develop systems to improve staff productivity and workload efficiency. Support workload balancing with data driven metrics of POD performance Coordinate consistent referral and documentation procedures across UW Health programs, and do so in conjunction with business office prior authorization programs when possible 			
<p style="text-align: center;">ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.</p>			
JOB REQUIREMENTS			
Education	Minimum	High School Diploma or equivalent	
	Preferred	Associate Degree in Health Science, Business or a related field	
Work Experience	Minimum	Two (2) years of relevant medication prior authorization experience.	
	Preferred	Three (3) or more years previous medication prior authorization experience and claims adjudication experience.	
Licenses & Certifications	Minimum	Licensed Practical Nurse (LPN) or Certified Pharmacy Technician (CPhT) within six months of hire.	
	Preferred	Registration as a professional nurse in the State of Wisconsin	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Solid understanding and knowledge of pharmacy medication reimbursement and insurance adjudication Strong oral and written communications skills. Ability to effectively manage conflicts and resolve problems. Effective interpersonal skills, including the ability to collaborate alliances, promote teamwork and ensure a high degree of internal and external customer satisfaction. Knowledge of medical terminology and specialty disease states Knowledge of and ability to use computers and a variety of computer programs including word processing, database management and spreadsheets. 	

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	<ul style="list-style-type: none"> Ability to function effectively in a fast-paced and changing environment with multiple priorities. Knowledge of and ability to perform insurance carrier/managed care review to identify site-of-care billing opportunities. Maintains current knowledge of medical modalities as well as new protocols established for patient populations. Solid understanding and knowledge of payer contractual requirements, registration workflows, and prior authorization requirements to ensure staff follow established procedures to maximize reimbursement and minimize write offs. Must be detail oriented and accurate. Displays an aptitude and willingness to learn new responsibilities. Willingly accepts feedback. Flexible and innovative. Ability to problem-solve and work independently. Displays a professional appearance. Dependable and reliable in achieving goals.
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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 dockets, 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#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

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.