

Pharmacy Billing Technician (POS)
 Position Description

Department:	Pharmacy
Job Code:	
Pay Range:	
Hours/Week:	40 hours
Position Type:	Full-Time

Reports To (Title):	Supervisory Pharmacist
Classification:	Non-Exempt
Effective Date:	December 26, 2023
Revised Date:	

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Canoncito Band of Navajos Health Center Inc. (CBNHC) are expected to conform to the following:

- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Possess cultural awareness and sensitivity.
- Maintain a current insurable driver's license.
- Comply with all CBNHC policies and procedures, as well as all applicable laws.

POSITION PURPOSE

The primary purpose of this position is to abstract and interpret data from pharmacy records in preparation and submission of pharmacy point-of-sale (POS) billing claims. The employee performs a combination of Billing Technician and Pharmacy Technician duties in both areas of billing and pharmacy, processing on-line claims (billing only), receiving refill requests, problem solving with patients and providers, filling prescriptions, and dispensing medication to patients, all under the supervision of a pharmacist. This role frequently partners with other departments/employees across the organization and liaises with federal/state agencies and private insurance carriers.

ESSENTIAL DUTIES, FUNCTIONS AND RESPONSIBILITIES

- Reviews insurance rejections, researching patient records, reconstructs incorrect or missing medical information required to prepare a valid insurance billing when data received is incomplete.
- Receives the pharmacy prescription dispensing reports electronically, determines if prescriptions written are billable as defined by guidelines and inputs data into the system accordingly.
- Requests and obtains prior authorization for various pharmaceutical products from insurance companies.
- Contacts the healthcare provider for additional information when services rendered to patient and prescription written for the patient are not clear, or when more details are needed to complete the forms for the episode of care.
- Partners with Patient Services staff to assure that necessary data is entered into the registration package to identify insurance and benefits.
- Analyzes, maintains, and directs the total billing operation for pharmacy point-of-sale programs, and acts as an advocate for the clinic in the collection of Alternate Resources.
- Develops and maintains files for the tracking of billing and reimbursement. Researches and follows-up on rejected claims on-line in order to ensure maximum reimbursement to the facility.
- Maintains records and files in accordance to applicable regulations and guidance. Provides documentation to the insurance companies, when requested for an audit.
- Maintains on-line billing accounts to ensure validity of patient charges which constitute the major portion of the clinic's accounts receivable, the interface between the various billing software and the RPMS system.
- Maintains and updates Pharmacy Benefit Managers contracts.

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- Responds to third party requirements on post-payment reviews, exclusions, denials, and appeals. Actively performs audits and medical reviews to ensure documentation and accountability on all health insurance claims submitted for payment by conducting random sample reviews of claims and medical records.
- Performs all technician duties as assigned such as answering the phone, receiving refill requests, problem solving with patients and staff, filling prescriptions, checking outdates, return to stock, and dispensing to patients under the supervision of a pharmacist. Demonstrates working knowledge of RPMS Pharmacy Package, Scriptpro, and EHR.
- Demonstrates customer service skills while communicating effectively with medical professionals, other hospital staff and patients.
- Participates in staff meetings and continuing education programs.
- Interviews patients and/or family member to obtain and submit pertinent patient registration information.
- Acts as a liaison in order to inform private insurance companies of billing methods and regulations.
- Explains and answers questions regarding the on-line billing system to patients, physicians, pharmacists, insurance carriers, other facilities, and federal/state agencies (i.e., Medicaid/Medicare).
- Performs other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

Experience

- Three (3) or more years' experience in a clinical pharmacy setting and/or equivalent experience.
- At least one (1) year of experience with pharmacy billing software package within RPMS or similar software.

Education

- High School Diploma or higher.
- Certification as a Pharmacy Technician.

Mandatory Knowledge, Skills, Abilities and Other Qualifications

- Must be able to carry out the essential duties, functions and responsibilities as detailed.
- Comprehensive working knowledge of billing processes and procedures and automated billing systems (interface between the patient registration, billing & pharmacy packages within the RPMS system).
- Extensive working knowledge of the rules, procedures, and practices used in on-line billing and collecting claims from non-beneficiaries, private insurance carriers, Medicare, Medicaid, and responsible State and Federal agencies
- Great organizational skills. Ability to work independently and carry out instructions by completing assignments meeting the goals and objectives of the program, thoroughly and with attention to details.
- General understanding of medical information in order to correlate medical procedures with assigned cost, technical knowledge of drug and pharmaceutical nomenclature, characteristics, dosage forms, drug use, and general pharmacy operations.
- A team player with excellent communication and interpersonal skills.
- Required to maintain certification.
- Clean background check and clean drug screen.
- Ability to perform other duties as assigned.

PREFERRED QUALIFICATIONS

- Bilingual skills in English and the Navajo language.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility.

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Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Taking and hearing are essential to communicate with patients, vendors and staff.

Mental Demands

There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

OTHER

- All employees must uphold all principles of confidentiality, HIPAA and patients care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to this position. Employees will be asked to perform other duties as needed.

APPLICATION INSTRUCTIONS

- Read instructions prior to completing application form; incomplete applications will not be considered.
- Submit an application, resume, and letter of interest via one of the following methods:
 - E-mail to Humanresources@cbnhc.org
 - Mail to Canoncito Band of Navajos Health Center Inc., ATTN: Human Resources, P.O. Box 3338, To'Hajiilee, NM 87026
 - Deliver to the CBNHC Human Resources Office, 129 Medicine Horse Dr., To'Hajiilee, NM 87026
- For more information, contact Human Resources at (505) 908-2307 ext.119

Canoncito Band of Navajos Health Center Inc. is a Navajo Preference Employer. As required by the Navajo Preference in Employment Act, preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants consistent with the Indian Self-Determination Act Indian preference provision