

## Clinical Prior Authorization Technician

### What You'll Do:

As the Clinical Prior Authorization Technician I, you will be:

- Entering new PA data into the PA system such as patient, provider, and drug information.
- Processing PA renewal requests by matching existing patient data with system data for clinical review.
- Monitoring PA cases for response, sending follow-up requests for information, troubleshooting failed faxes, contacting prescriber offices via outbound call and other means, while adhering to HIPAA guidelines and other policies and procedures.
- Sorting and assigning PA requests (faxes, emails, etc.) for clinical case analysis, direct to assigned clinical staff.
- Accurately working assigned queues and fulfilling other responsibilities within the PA management solution.
- Reviewing rejection reports to proactively managing clinical interventions.
- Entering patient information into the requisite database as a part of new enrollments under the alternative funding program.
- Using the Internet, telephone, and other means to research alternative funding sources for medications not covered by the plan.
- Assisting with maintaining reference materials about alternative funding availability and eligibility requirements.
- Communicating effectively with patients, prescriber's offices, and third-party payers about plan design, coverage requirements, and clinical programs.
- Adhering to federal, state, and company rules and regulations related to security of paper and electronic patient health information (PHI)
- Processing mail merges and preparing outgoing mail.
- Placing overrides into the requisite database as approved by the clinical team or client.
- Performing other duties as assigned.

### Qualifications:

- High school diploma or GED.
- Minimum of one year of previous administrative experience in a related field to include employee benefits and/or pharmacy/prescription drugs, or similar experience.
- Minimum of one year of medical terminology or prior authorization experience preferred.
- Previous computer experience and basic Microsoft Office Professional experience preferred.

### Competencies:

- Ability to perform basic computer and phone functions and learn MS Office Professional such as Outlook, Word, and Excel, and other system applications.
- Strong customer focus and clear and concise communication skills. Demonstrated ability to listen skillfully, collect relevant information, build rapport, and respond to callers in a compassionate manner.
- Good problem solving /decision making. Uses sound judgment and common sense to make competent, timely, and effective decisions.
- Solid data entry skills to include detail orientation to produce a high degree of accurate results.
- Read, comprehend, and follow processes and procedures.

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### Why Serve You Rx?

Serve You Rx is a full-service pharmacy solutions provider based in Milwaukee, Wisconsin. We specialize in pharmacy benefit management, mail order services, and specialty medication management. For more than 35 years, Serve You Rx has been collaborating with benefit advisors, third-party administrators, and employers to design and deliver strategies that reduce prescription drug costs and improve consumer access to affordable and clinically appropriate medication therapies. Serve You Rx is privately held, and our owned assets include our Specialty Pharmacy, mail order pharmacy, and member services call center.

In addition to the great workplace culture, Serve You Rx offers generous benefits to include: medical (HMO and PPO), dental, vision, 401k, HSA, identity theft and legal coverage, pet insurance, and up to 16-18 days of paid time off in your first year. If working on site, we offer a newly remodeled and clean facility, easy on/off freeway access, plenty of free surface parking directly outside our facility doors, scenic walking trails, a wide variety of restaurants and shopping nearby, and food trucks in the park when weather permits.

Qualified applicants are encouraged to apply! Send your cover letter, resume and salary requirements to [HR@ServeYouRx.com](mailto:HR@ServeYouRx.com)