

Intake Specialist

Primary Function

The Intake Specialist responsible for working collaboratively with pharmacy staff to aid in the processing of patient enrollments and all data related to filling prescriptions. This role will also be responsible for phone, fax, email and electronic messaging interactions with our customers, including patients, physicians and providers, during the processing of referrals under the direct supervision of the Pharmacist.

Typical Duties

- Manage all inbound fax/mail correspondences and routing to appropriate queues.
- Complete all initial data entry, including patient and provider demographic, insurance and prescription information, of new patient enrollment forms into pharmacy system.
- Manage calls to and from internal and external customers for clarification of prescriptions, requesting further information, communicating timing of service/delivery, completing medication profile information, or to inform them of a delay in services due to lack of needed information.
- Refer all doctor's calls and customer's medical questions to Pharmacist.
- Assist the Pharmacist with all third-party transactions including the completion of any paperwork.
- Assist Pharmacist in obtaining refill prescriptions for continued treatment.
- Transfers Prescription Call Backs to a Pharmacist in order to complete the intake/referral of a patient for services.
- Performs other duties as assigned.

Requirements

- Prior experience in a pharmacy notably a mail service and or specialty pharmacy is preferred.
- Strong communication skills.
- Proficient math skills.
- High school diploma/GED and at least 1-year experience in pharmacy order entry.
- At least 1 year experience in providing customer service to internal and external customers, including meeting quality standards for services, and evaluation of customer service.
- Experience in communicating both verbally (on phone, one-on-one, to groups) and in writing (emails, letters, reports, presentations) to various audiences (work group, team, company management, prospective acquisitions, external clients).
- Basic level skill/experience in Microsoft Office: word (creating documents, entering and formatting text, page layouts, creating tables, and adding graphics), Excel (creating worksheets, entering data, creating basic formulas, working with cells and rows) and PowerPoint (creating a new presentation from a design template, adding and removing slides, entering and formatting text, adding speaker notes, and viewing presentations).
- Experience in data entry.
- Typing proficiency of at least 25 words per minute.
- Experience in operating standard office equipment including a fax machine.

Qualifications and Licenses

- Knowledge of insurance/reimbursement service procedures is preferred.
- Current national certification as a pharmacy technician is preferred.
- Ability to work in a fast paced environment.
- Multilingual skills are desirable.
- High School Diploma or equivalent required.

Work Conditions

Work is performed in an office environment. The employee with or without reasonable accommodation must have the ability to remain in a stationary position 50% of the workday; occasionally move about inside the office to access file cabinets, office machinery, etc. and constantly operate a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.

This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned