

Community Health Provider Alliance (CHPA)

PHARMACY TECH MEDICATION ADHERENCE SPECIALIST

Job Title: Pharmacy Tech Medication Adherence Specialist

FSLA Classification: Non-Exempt

Report To: Chief Operating Officer

Supervises: N/A

Effective Date: February 2024

Hiring Range: \$20-25 per hour

Position: The Pharmacy Tech Medication Adherence Specialist (Pharm Tech) supports CHPA members in meeting Healthcare Effectiveness Data and Information Set (HEDIS) and Medicare Star Ratings medication adherence and utilization measure goals. Members include Community Health Centers (CHCs), also known as Federally Qualified Health Centers (FQHCs), participating in the Accountable Care Organization. The personnel in this position will use their knowledge of pharmacy workflows, health coaching, and insurance plans to assist in development and implementation of supports related to medication adherence/utilization and as determined by their direct supervisor or CHPA leadership.

Responsibilities:

- The Pharm Tech will interact with operational and clinical leadership to assist in the identification of medication adherence/utilization opportunities and will provide targeted support to CHCs to improve outcomes in CHPA's value-based contract initiatives.
- Medication adherence/utilization support
 - Improve medication adherence rates by identifying barriers that prevent patients from taking medication regimens appropriately and work with care team members to help patients be successful in managing their health.
 - Telephonic and electronic outreach to patients based on internal and payer reports that identify those who may need additional help in managing medications and getting timely refills.
 - Coordinate with members of the patient care team, including providers, pharmacists, nurses, and patient care coordinators to address patient needs related to medication use.
 - With a strong knowledge of pharmacy workflows, insurance plans, and available resources, help patients navigate the complexities of obtaining prescription medications and refills.
- CHC Support
 - Assist the department, direct supervisor and CHPA in the development of education tools related to Medication Adherence/Utilization.
 - Support and assist the Pharmacist in the creation of education that will train members of the patient care team as well as CHPA staff, for medication adherence/utilization.
 - Maintains a database with the results of outreach calls to patients and report on progress and statistics on the measures.

- In collaboration with the Pharmacist, provides monthly or ad hoc feedback on opportunities to improve medication adherence/utilization.
- CHPA Success
 - Assist in all CHPA dashboard and scorecard initiatives to improve performance outcomes.
 - Assist supervisor in implementing best practices, policies, and procedures to increase support services to the CHCs served.
 - Assist in developing and sharing guidelines and best practices with internal CHPA team to help improve medication adherence/utilization measures.

Behavioral Expectations:

- Display a positive and respectful attitude
- Provide excellent customer service to members
- Represent the organization in a responsible and respectful manner
- Work with honesty and integrity
- Perform job duties to a reasonable, acceptable standard
- Maintain great communication with the team and members
- Conduct self in a professional manner, especially when serving members and communicating with peers
- Follow set policies and procedures when dealing with problems or issues

Team Expectations:

- Respect each other, and be courteous and sensitive to everyone's needs and concerns
- Be accountable for work
- Be flexible about job and task assignments
- Be willing to help each other
- Ask for help when needed, following CHPA's chain of command
- Be open to constructive feedback without being defensive or negative
- Be self-motivated and reliable
- Share ideas for improvement respectfully
- Be positive and encouraging to other team members

Qualifications:

To achieve high-quality outcomes the Pharmacy Tech is to have knowledge of HEDIS/Stars measures and guidelines, clinical documentation standards, and have the following education/training and skills:

- High School diploma or equivalent
- Certified Pharmacy Technician (CPhT) preferred with at least 3–5 years of community or retail pharmacy technician experience; a Medical Assistant or LPN will be considered with experience in HEDIS/Stars measures, specifically medication adherence/utilization measures
- Experience with HEDIS medication adherence and utilization measures
- Knowledge of several EHR systems preferred (ECW, Athena, Greenway Intergy, Epic)

- Experience with Microsoft Office including PowerPoint, Excel, and Microsoft Word with the ability to manipulate basic information and data required for preparing reports and delivering training
- Exceptional interpersonal, public speaking, and presentation skills to deliver training and education preferred
- Exceptional customer service skills
- Ability to adapt to changing initiatives and priorities based on the needs of CHPA and the CHC's success
- Ability to professionally communicate and manage conflict in both an internal and external setting
- Ability to work independently and self-motivate to complete tasks; resourceful and proactive
- Fluent in spoken and written English, with reading comprehension skills
 - Ability to speak or write in Spanish would be helpful
- Displays cultural competence in diversity, equity, and inclusion to fit CHPA's cultural values and mission
- Ability to travel to and within the state of Colorado (up to 25% travel within the state of Colorado) with an unrestricted driver's license and an insured vehicle
- Home office that is HIPPA compliant and has high speed internet capability
- Mobile device for work purposes

Working Environment and Physical Activities:

- 24 hours per week, flexible during M-F (typical business hours and may include evening hours)
- Hybrid position - work from home with up to 25% travel capability
- This position may require travel to meetings in the state of Colorado

CHPA is an equal opportunity employer offering a casual work environment, a competitive salary (DOE), and the following benefits:

- 401k retirement plan with an employer contribution match
- Free 24/7 access to confidential resources through an Employee Assistance Program (EAP)
- A generous mix of vacation, sick and holiday paid days off

Employee Signature: _____

Employee Name Printed: _____

Date: _____