



Pharmacy Technician / HME & Customer Relations Specialist

REQUIREMENTS:

EDUCATION:

- High School diploma or equivalent

EXPERIENCE:

- Retail sales experience preferred
- Familiarity of medical abbreviations, medical jargon, HCPCS codes preferred
- At least one year of experience with customer care and medical billing preferred

OTHER REQUIREMENTS:

- Valid driver's license
- Dependable vehicle

SKILLS, KNOWLEDGE AND ABILITIES:

- **Honest, loyal and trustworthy**
- **Friendly and energetic** personality
- Ability to handle **multiple tasks** within prescribed timeframes efficiently and effectively
- Ability to take **initiative** to fulfill the duties and responsibilities of position
- Must be **detail-oriented** and able to **maintain an organized workflow**
- Must be **committed** to close follow-up and completion of all assigned tasks
- Possess basic **computer and data input skills**
- Skilled in operation of **basic office equipment** such as copier, fax, and telephone
- Must be able to **communicate** and work well with pharmacist, health care professionals, customers, peers and superiors in a cordial and professional manner
- Ability to use **cash register and 10-key calculator** with accuracy and efficiency
- Good **math and verbal skills**
- Ability **to sit and/or stand** for long periods of time
- Ability to **climb stepladders, bend, twist and maneuver** in tight spaces
- **Vision and hearing** correctable to normal
- Ability to lift up to **40 pounds**
- Ability to read, write and speak **English** fluently
- Good **short and long-term memory**
- Recognize own limitations and seek assistance when required

TASKS AND DUTIES:

PHARMACY TECHNICIAN:

- Answer telephone and handle questions that do not require a pharmacist's expertise or judgment
- Receive written prescriptions or telephone refill requests
- Gather information needed to prepare prescriptions
- Record information needed before prescriptions can be dispensed
- Store written prescription forms after prescriptions are dispensed
- Enter data into computer program
- Help pharmacists prepare prescriptions by counting or pouring medications, labeling containers, and pricing prescriptions
- Keep pharmacy department supplies (e.g. bottles, bags, receipts, staples, etc.) well-stocked
- Place completed prescriptions in the will-call bin
- Order, check-in, and stock the pharmacy department shelves with medications when they arrive from suppliers
- Prepare insurance claims and verify payment
- Help patients find over-the-counter medications
- Check pharmacy stock for outdated medications
- Prepare medications for nursing homes
- Perform housekeeping duties within the pharmacy department

HME CUSTOMER RELATIONS SPECIALIST:

- Assist patients with HME equipment and supplies, rentals, sales, solutions and answering questions
- Document and maintain organized and helpful notes in addition to documentation that is required by policies and regulations for HME rentals and sales
- Communicate with prescribers (i.e. physicians) and their agents to obtain prescriptions, documentation, and/or refill authorizations related to HME products
- Assist with planning and engagement at periodic events such as Tune-Up-Tuesdays and Health Fairs
- Assist with the management, organization, and distribution of inventory
- Requisition equipment, supplies, and materials through approved vendors within authority and budget
- Maintain compliance with Federal, State and local regulations, including CMS accreditation
- Future after hour on call duties (in rotation with other staff)
- Complete periodic training related to job functions

THERAPEUTIC SHOE FITTER:

- Obtain and maintain shoe fitter licensure
- Evaluate, measure, and provide patients (with primary focus on diabetic patients) with therapeutic shoes and special inserts
- Communicate and schedule with patients as eligible for new shoes
- Maintain organized files and follow up with patients
- Responsible for proper documentation, coordination, ordering and billing for therapeutic shoes
- Market custom insoles (iStep) and shoes



BACK UP BILLING SPECIALIST:

- Assist with proper billing, A/R management and reconciliation of HME and Major Medical claims with insurance and customers
- Communicate with insurance carriers to obtain payment for HME and Major Medical claims
- Complete a monthly summary reconciliation report of all insurance claims documenting adjustments and transmission fees

CUSTOMER RELATIONS:

- Assist customers with the selection of merchandise
- Utilize the Point-of-Sale system to process customer purchases and payments
- Assist with the receiving, restocking, ordering and facing of merchandise
- Assist with marketing and publicity activities
- Answer phone calls as needed

DELIVERY CUSTOMER SERVICE:

- Generation of delivery tickets utilizing HME software
- Occasional delivery of oxygen to customers (generally within a 60 mile radius)
- Occasional prescription deliveries to customers within the city limits
- Occasional delivery of medical equipment
- Use of personal vehicle may occasionally be required – mileage to be reimbursed at federal rate

OTHER:

- Housekeeping – dusting, vacuuming, sweeping/mopping, rotated restroom cleaning etc.
- Function within the limits of the law and Midwest Family Health policies and procedures and the employee manual
- Perform other tasks and duties as assigned to assist in the smooth, efficient operation of the store