



Job title: Certified Pharmacy Technician (CPHT)

FLSA Status: Exempt

The CPHT or Certified Pharmacy Technician will serve as a liaison and service provider for an assigned pharmacy-only customer/clients and offer clinical and cost containment insights to the medical-only book of business, for both internal and external facing clients, under direction of a pharmacist or pharmacy director. CPHT will be responsible for overall retention and satisfaction within their book of business. Provide clients with appropriate utilization and financial reporting that includes summaries of key areas of focus and recommendations. Serve as pharmacy SME in support of AMPS/Drexia client service staff.

Essential Job Duties:

- Maintain confidentiality and HIPAA guidelines to ensure the confidentiality of all members and clients.
- Provide overview and advice on local, state and federal legislative, legal and industry requirements for PBM practices, including but not limited to PPACA, HIPAA, etc.
- Review, maintain, or aid creation of and support of standard and client specific drug formularies and formulary management efforts for both PBM and RBR/MBR customers and prospects.
- Review, maintain, or aid creation of and support standard and client specific Step Therapy protocols.
- Review, maintain, or aid creation of and support of standard and client specific Prior Authorization protocols.
- Collect and share supportive documentation (patient drug utilization profiles, lab values, biometric data, etc.) for review and support of clinical dispositions regarding pharmacy, patient and prescriber generated prior authorization requests as per established response guidelines determined by the company and its client contracts requirements.
- Review, edit, maintain, or aid creation of and support standard and client specific MAC (Maximum Allowable Cost) lists and protocols.
- Support client retention, renewals, upsells and client satisfaction.
- Provide review and evaluation of client and prospect drug utilization review, provide financial and clinical insights to support internal and external client needs.
- Provide review and advise on Pharmacy Provider Contracting when required.
- Review, maintain, or aid creation and support standard and client specific Drug Utilization and financial impact reporting protocols.
- Review, maintain, or aid creation and support the additions of new specialty, brand and generic product introductions.
- Review, maintain, or aid creation and support standard and client specific Rebate contracts and performance guarantees associated with such contracts.
- Review, maintain, or aid creation and support the development of an organizational standard for MSP (manufacturer savings programs), PAP (patient assistance programs) CAP (copay assistance programs) assisting clients in attaining maximum plan and member benefit of such programs.
- Review, maintain, and support the standard operating procedures for external advocacy companies that provide MSP (manufacturer savings programs), PAP (patient assistance programs) CAP (copay assistance programs) assisting clients in attaining maximum plan and member benefit of such programs,
- Support the standard operating procedures for clients that create and service pharmaceutical manufactures regarding MSP (manufacturer savings programs), PAP (patient assistance programs) CAP (copay assistance programs) where AMPS/Drexia is the back end claims processor for such claims.
- Facilitate the appropriate claim migration and utilization of international drug sourcing for clients that have adopted this strategy.
- Support clinical and financial review of multiple accounts; develop a positive working relationship with all client touchpoints when and where necessary.
- Focus on ensuring we maintain superior customer service levels, operational excellence and strategic insight.
- Support new business implementations.
- Coordinate with Marketing, Product and Sales areas when applicable as directed by leadership.
- Other training and project initiatives as directed and assigned by leadership.

Supervisory Responsibilities:

- N/A

Advanced Medical Pricing Solutions (AMPS) provides market leading healthcare cost containment services for self-funded employers, public entities, brokers, TPAs, payers and many other entities. As we continue to grow, we look for driven professionals who share our core values. We take a "one team" approach to keeping clients satisfied and engaged with our products and services for the long-term.



Skills/Abilities:

- Excellent verbal and written communication skills
- Strong understanding of the PBM industry required.
- Strong data management experience and skill preferred.
- Healthcare, health plan, ERISA self-funded employer, and TPA experience preferred.
- Excellent customer service skills
- Strong analytical and problem-solving skills
- Detail oriented, flexible and strong organizational skills
- Ability to work independently and within a team environment.

Education/Experience:

- Current Pharmacy Technician License in good standing with the state that has issued that license
- Minimum of 5 - 7+ years pharmacy experience within the Pharmacy Dispensing, PBM or Managed Care industry

Physical Requirements:

- Commensurate with position/as defined by HR

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