



**JOB TITLE:** Certified Pharmacy Technician / Resource Specialist

**Location:** 1301 East 9<sup>th</sup> Street, 24<sup>th</sup> Floor  
Cleveland, OH 44114

**Reports To:** Senior Director of PBM—HSRX

**Employee Type:** Full Time

**Hours:** Monday through Friday, 9:00 AM to 6:00 PM

**Salary:** \$15.00 per hour

**Travel:** None

### **Job Description**

#### **Qualifications:**

- PTCB Certified or equivalent
- Associate of Applied Sciences or Bachelor's degree
- Pharmacy and/or Pharmacy Benefit Management experience preferable
- Strong verbal and written communication skills
- Flexibility to manage change

#### **Essential Duties:**

- Provide benefit information and issue resolution to members.
- Work with doctors offices to obtain prior authorization information.
- Work with clients such as third party administrators and brokers via phone, e-mail, and fax to clarify plan designs, resolve member issues, and discuss possible plan changes.
- Assist in updating member eligibility information.
- Help both retail and mail order pharmacies by providing processing information and explaining member benefits.
- Work with system administrator to identify and resolve benefit implementation and formulary errors.
- Contact pharmacies regarding establishing pharmacy contracts and provide rate information for ProPBM system update.
- Receive and process member and pharmacy reimbursements.
- Create and maintain training and reference documents.
- Maintain updated testing documents and assist in quality assurance testing for new and updated plans.
- Produce member identification cards.

**Fax Resume To:** Pharmacy Tech @ (216) 479-2014