

Louis & Clark Pharmacy

Pharmacy Patient Advocate

Louis & Clark Pharmacy has an immediate career opportunity for a Bi-lingual Patient Advocate. The schedule for this full-time position is Monday- Friday 9am -5pm, and may vary at times due to client needs and coverage.

We are looking for an individual that has outstanding customer service and problem-solving skills, a sense of urgency, and excellent communication skills.

Job Description:

Introduces patients to pharmacy programs which best compliments their medication needs such as Vial Sync, Blister Pack or our MediBubble® program. As the patient advocate, you will be responsible for the timely processing of patient intakes and onboarding, working as the liaison between the patient, Partner Liaison and Pharmacy Staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Educates prospective patients and their families on available pharmacy programs.
- Assist in the enrollment process for the appropriate pharmacy program.
- Ensuring patients are admitted on the designated start date and/or onboarding timeframe.
- Consistent communication and follow up with patients, their families, referral sources, Partner Liaison, physician offices & other key contacts.
- Documenting and logging all interactions and communications accurately and timely in QS1 and in our CRM.
- Responsible for tracking and logging new patient admissions.
- Knowledge of L & C Pharmacy contracts and insurance payors to ensure that patients are admitted according to contract provisions.
- Making outbound calls to obtain all necessary documentation including but not limited to medication lists and prescriptions.
- Collaborate with pharmacy staff, case managers, social workers, health care professionals, account heads, patient, and family members.
- As per established protocols, inform the client in a timely manner of all approvals and denials until approved.
- Always provide exceptional customer service.
- Maintain assigned work queue of patient accounts.
- Answer new lead and referral inbound calls.
- Request, schedule and make home visits as needed to acquire documentation.
- Participate in additional training requirements to stay up to date of the ever-changing rules and regulations associated within the field of pharmacy.
- Participate in ongoing trainings in order to apply the content learned in dealings with patients and accounts.
- All other duties as assigned.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

QUALIFICATIONS AND RESPONSIBILITIES:

- Nationally Certified Pharmacy Technician License (Active and in good standing)
- Prior long-term care experience preferred
- Bi-lingual required (English and Spanish)
- Show concern and respect for others by dealing with all our customers in a compassionate and responsive manner.
- Adaptability when dealing with constantly changing processes, computer systems and pharmacy programs
- Exemplary critical thinking skills
- Proficient in Microsoft Office Suite with emphasis on Excel and Outlook
- Effective communications skills both oral and written
- Ability to multi-task
- Ability to function in a fast-paced environment

BENEFITS:

Louis & Clark Pharmacy believes in making a positive impact not only within our industry but also with our employees –the organization’s greatest asset. We offer a comprehensive Fringe Benefit Package including 401K, Medical and Dental Insurance, Group Life & Accidental Death & Dismemberment Insurance paid by Louis & Clark, Vacation and Sick pay, Employee Wellness Program, and Quarterly Bonuses.