

## Patient Financial Navigator

Perform duties to assist patients with access to insurance benefits, free drug recovery, co-pay assistance, and schedule delivery of prescriptions working within the limits of standard or accepted practice.

### **Essential Functions:**

- Communicate with patients to obtain information required to process prescriptions, refills, access benefits and apply charges against co-pay cards, and build trusted and enduring customer relationships that yield loyalty.
- Investigate and verify benefits for pharmacy and medical third party claims for assigned cases. May communicate with financial assistance team of drug manufacturers to apply for and secure financial assistance for patient when assigned.
- Obtain prior authorizations; initiate requests, follow up to provide additionally required information, track progress, and expedite responses from insurance carriers and other payers, and maintain contact with customers to keep them continuously informed.
- Track, report and escalate service issues arising from requests for authorizations, financial assistance or other issues that delay service, to ensure patient access and to avoid delays that may interrupt therapy.
- Schedule delivery of pharmaceuticals to suit patient needs and payer requirements.
- Communicate clinical inquiries to pharmacy or nursing team and arrange for direct patient communication or provide responses to patients, as appropriate. Identify opportunities for counseling by Registered Pharmacists or Nurse Counselors and make referrals as appropriate.
- Build and maintain effective business relationships with prescribers treating assigned set of disease states, and provide ongoing communication of specific case-related information as appropriate.

### **Other Duties:**

- Familiarity with Medicaid, Medicare, Health Insurance Marketplace, private health insurance, SNAP, and other local, state, or national social safety net programs strongly preferred.
- Ability to be certified as a Certified Application Counselor (CAC) and Senior's Health Insurance Information Program (SHIIP) counselor within one month of hire.
- Proficiency in MS Office programs required. Familiarity with Electronic Health Records (EHR) and other databases preferred.
- Flexibility; ability to tailor programs and presentations to meet audience needs; good organizational skills; excellent communication/public speaking and writing skills.
- Ability to work with people of diverse ethnic and socio-economic backgrounds. Proficiency in Spanish and English preferred.
- Provides SHIIP counseling to Medicare beneficiaries.

### **Competency:**

- Extraordinary telephone customer service skills with the ability to build effective, appropriate and enduring customer and provider relationships.
- Strong organization and case administration skills.
- Excellent knowledge of insurance benefit investigation process and techniques.
- Demonstrated case ownership orientation with the ability to manage a range of priorities and meet time commitments.
- Excellent Microsoft Office and data management software skills with demonstrated adaptability to internal systems (CPR+).
- Demonstrated strength in listening, oral and written communications in English.

**Education and Experience Requirements:**

- Basic High School and additional specialized training in pharmacy/medical benefit access and requirements.
- 1 to 3 years of experience in healthcare customer service with knowledge of benefits access processes.
- Insurance verification.
- Experience with prior authorizations.
- Benefits investigations.