

POSITION SUMMARY:

The PAP/340B Assistant will be responsible for the PAP (Prescription Assistance Program) Program including submitting all application for review by the pharmaceutical companies and all refills as needed or requested.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Assists the PAP Coordinator with administering the PAP Program; updates and utilizes policies, procedures and protocols; provides ongoing updates to training manuals.
2. Works with staff and providers to identify and enroll clients who qualify for PAP; completes medication review for patient and work with provider for options through PAP; works with MA's and Providers for signatures for PAP applications; contacts patients when medications are received,
3. Contacts qualified patients to provide education and guidance to initiate PAP process; provides guidance and/or assists patients with completing PAP applications and renewals.
4. Assists patients with no insurance to apply for free medications through the program.
5. Submits applications to Pharmaceutical Companies and document information appropriately in Data Net database and HER.
6. Works with patients to obtain extra documentation necessary to initiate an "Appeal" when enrollment application is denied, following through with guidance from PAP Coordinator.
7. Assists patients who do not qualify for the PAP program to find other resources for reduced cost medications with a focus on utilization of 340B SunRX.
8. Maintains and utilizes the PAP database to track the status of applications, and to monitor necessary renewals.
9. Manages 340B program keeping the Provider Panel current at all times.
10. Takes responsibility for Kibble Club.
11. Orders 90 day refills from Monthly Spreadsheet to ensure arrival in a timely fashion.
12. Enters ongoing detailed documentation of PAP status in NextGen EHR, PAP spreadsheets, and Data Net database.
13. Processes PAP medications per policies, document in EHR, Data Net, and Site Logs; labels all PAP medication per SFD policies, typed or hand written, and ensure two person checks are completed prior to releasing medication from the PAP Department.
14. Does monthly audits on Site Logs verifying that the medications have been picked up.

15. Sends PAP to other HHC sites (per policy guidelines) as needed to accommodate patients.
16. Contacts "Inactive Status" PAP patients periodically for possible re-enrollment.
17. Provides education and resource handouts to all staff and providers on the PAP program.
18. Provides training, education and support on Data Net database to end users.
19. Receives Data Net reports; saves and updates Excel spreadsheets, converting them into usable resources for the PAP program and for Administration; updates Data Net information as needed.
20. Completes monthly spreadsheets in Excel and updates all P.A.P. Excel and Word documents as needed.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provides backup to Medical Assistant function.
2. Performs other duties as assigned.

COMPETENCIES:

1. Good organizational skills to handle multiple priorities while remaining professional and calm.
2. Ability to work with many diverse people.
3. Effective telephone skills.
4. Strong level of confidentiality due to the sensitivity of materials and information handled.
5. Must able to make suggestions on workflow or system efficiency and effectiveness.
6. Ability to work independently and be self directed and flexible.
7. Ability to prioritize.
8. Ability to perform functions with minimal supervision.
9. Ability to work at a high-volume level of accuracy.

GENERAL EXPECTATIONS:

1. Be committed to the mission of the Hometown Health Center.
2. Behave in a professional manner and consistently demonstrate and promote the values of respect, honesty, and dignity for the patient, families, and all members of the healthcare team.
3. Committed to the constant pursuit of excellence and teamwork in improving the care of the patient and families of Hometown Health Center and the Patient Centered Medical Home Neighborhood.
4. Be punctual for scheduled work and use time appropriately.
5. Perform duties in a conscientious, cooperative manner.

6. Perform required amount of work in a timely fashion with a minimum of errors.
7. Be neat and maintain a professional appearance.
8. Maintain confidentiality and protect the Practice by abiding by laws and principles related to confidentiality; keep information concerning Practice Operations, patients and employees confidential.
9. This position requires compliance with Health Center's compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures. Such compliance will be an element considered as part of the PAP/340B Assistant's regular performance evaluation.

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for prolonged periods of time, and talk and hear. The employee is occasionally required to stand, walk and use hands to operate a standard computer keyboard. The employee may occasionally lift and/or move up to 10 pounds. Vision requirements include: close vision, distance vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a busy medical office environment with many interruptions. Very active, fast paced position with short deadlines. At times, must interact with irate patients and remain calm and professional.

QUALIFICATIONS NEEDED FOR POSITION:

Experience and Skill Requirements: The following experience and skills are considered essential:

- Minimum of two years of medical experience in or a combination of: Medical Assistant, Pharmacy Tech, or a Certified Nursing Assistant who is certified to pass medication in a long-term care setting or 1 year experience as a licensed nurse (or the acceptable equivalent).
- Experience working with an electronic medical record.
- Ability to work collaboratively with people of diverse cultures and lifestyles.
- Ability to communicate effectively with physicians and medical staff.

- Excellent organizational skills and ability to handle multiple priorities while remaining calm and professional.
- Ability to be self-motivating and work independently.
- Computer literacy.
- Excellent written and oral communication skills.
- Problem solving skills.

Education Requirements: The following education requirements are considered essential:

- High School Education with additional training in Medical Assisting, Pharmacy Tech, or Certified Nursing Assistance – Medications; alternately, Licensed Practical Nurse or Registered Nurse (or acceptable equivalent).
- Active license required.
- Proficiency in generic and name brand medication knowledge and basic knowledge of medical terminology.

** All requirements and skills are considered to be essential, unless otherwise indicated. **

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature

Date

Supervisor Signature

Date