

**Job Title:** Pharmacy Technician

**Location:** Southborough, MA

**About the Company:** RxAdvance is fast-growing national full-service pharmacy benefit manager (PBM) leveraging Collaborative PBM Cloud™ to manage standard and specialty drug benefits with unmatched regulatory compliance and transparency. In addition, RxAdvance offers a global pharmacy risk partnership model standing shoulder-to-shoulder with plan sponsors. We offer market competitive salary, benefits and opportunity for growth. Please visit our website at [www.rxadvance.com](http://www.rxadvance.com)

**Job Summary:**

We are seeking a Pharmacy Technician to join our customer service call center team. As a Pharmacy Technician Customer Service Representative, you will assist members with fulfilling their prescriptions. As the first-line of customer support, you will be the voice of RxAdvance. This individual will be responsible for handling inbound inquiries from Members, Pharmacies, and Prescribers – maintaining high standards for service levels, including research of pertinent issues and meeting all performance standards required of this position.

**Expectations and responsibilities include:**

- Verifying insurance benefits for commercial, exchange, Medicare and Medicaid payers.
- Facilitate triage phone calls and written inquiries from members, pharmacists and doctors.
- Maintaining accurate and complete documentation of all inquiries for continuous improvement.
- Effectively communicate issues and resolutions to customers and appropriate internal staff.
- Use judgment and problem-solving skills to solve customer problems.
- Proactively work to solve member issues both internally and externally to the organization.
- Use multiple screens of information simultaneously to address customer needs.
- Follow processes according to contact center standards to ensure contact handling accuracy and operational effectiveness.
- Use technology tools as directed and within established guidelines.
- Answer prior authorization inquiries respond to calls as well as perform research, resolve formulary benefit issues.
- Consistently meet established productivity goals and meet quality standards set by Health Plan.
- Answer utilization review questions.
- Obtain insurance authorizations in a timely manner for services provided.
- Perform other duties as assigned by management.

**Requirements:**

- High School diploma or the equivalent. Associate or Bachelors degree preferred.
- At least 1-2 year of Pharmacy Technician experience in PBM, hospital, clinical pharmacy, long term care or retail pharmacy environment.
- Must have excellent communication and organizational skills with the ability to multitask and collaborate in a team-oriented environment.
- Highly detail oriented with an ability to bring complex matters to closures in a patient manner.
- **Must be able to work in a high volume, inbound call center setting. Previous call center experience in a PBM organization is desirable.**
- Previous Medical Billing experience will be a plus.
- **Must be State registered.**
- National Pharmacy Technician Certification (preferred) or ability to obtain within one year of employment.

**How to apply:** Interested applicants should email their resume to [HR@rxadvance.com](mailto:HR@rxadvance.com).