

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. PHAASTAA26R

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency MDHHS-CTR FORENSIC PSYCHIATRY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description Pharmacy Assistant-A	10. Division Pharmacy
5. Working Title (What the agency calls the position) Pharmacy Assistant	11. Section
6. Name and Position Code Description of Direct Supervisor KAUR, HITCHINTAN; STATE ADMINISTRATIVE MANAGER	12. Unit
7. Name and Position Code Description of Second Level Supervisor MOORE, TODD E; SENIOR EXEC PSYCH DIRECTOR	13. Work Location (City and Address)/Hours of Work 8303 Platt Road; Saline, MI 48176 / Mon - Fri, 8:00am - 4:30pm

14. General Summary of Function/Purpose of Position

The incumbent of this position is a senior worker within the pharmacy and hospital performing the complex duties as a licensed pharmacy technician. Duties of this position include Medication preparation activities, pick up and delivery/transporting/conveyance of medication orders and medication to and from patient unit, record keeping and stock control. Ensuring proper charging, crediting, and reimbursement for pharmaceuticals and related drug products. Maintaining pharmacy inventory records and reconciliation. This position functions in accordance with standard written procedures, guidelines, and state and federal regulations. This is a test designated position subject to drug and alcohol testing in accordance with Civil Service Rules & Regulations and contractual provisions.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 20

Medication preparation activities.

Individual tasks related to the duty:

- Fills medication carts, physician orders, LOA/Discharge orders, and orders for floor stock.
- Fills controlled substance orders.
- All completed orders are checked by a licensed pharmacist before orders leave the pharmacy department.
- Enters computer data to generate labels for refill orders.
- Ensures proper billing charges to patient data records.
- Picks up medication orders from patient unit, ensures required elements are completed, and delivers orders to pharmacy.
- Ensures that discontinued and/or changed medication is removed from the medication cart on patient unit and returns medication to pharmacy for disposition.
- Delivers medication and medication carts to patient units.
- Picks up and delivers STAT orders to patient units.
- Delivers floor stock to patient units.
- Delivers Medication Administration Records to patient unit.
- Works with unit staff to resolve physician order and medication delivery problems on patient unit.
- Repackages bulk medication into unit dose packages to be checked by pharmacist.
- Maintains packaging records.
- Cleans repackaging machine.
- Prepares and processes expired/unusable drugs for return for credit.
- Generates computer labels needed for cart fill and Controlled Substance Administration Record forms.
- Generates pharmacy related reports and forms as assigned.

Duty 2

General Summary:

Percentage: 40

Inventory management.

Individual tasks related to the duty:

- Ensure accurate and timely charging and crediting of all patient medications and pharmacy-supplied products within the pharmacy inventory management system.
- Maintain a computer-based inventory system.
- Responsible for accurate maintenance and reconciliation of the pharmacy inventory systems.

- Follow and ensure the use of proper purchasing procedures.
- Assist in and process pharmacy procurement for drug purchases.
- Use of electronic ordering system (currently AmerisourceBergen). Process wholesaler invoices and credits for payment by accounts payable.
- Oversee the receipt of incoming orders, which includes the verification of accuracy, quantities, and distribution, coordinate returns and exchanges; and maintain contact with vendors.
- Follow up on orders and back orders and returns.
- Maintain inventory records and prepare monthly, quarterly, and yearly reports as necessary.
- Oversee the storage of inventory; and keep track of unused, slow moving, expired, and excess stock.
- Perform a variety of general clerical duties including data entry and maintaining files and records.
- Assist with inventory as needed
- Maintain storage areas in a clean and orderly condition; and ensure security of storage areas.
- Manage the transfer of drugs between areas of the pharmacy, the hospital and patient units.
- Confer with assigned sections to meet needs for inventory, floor stock supplies, and emergency items.
- Support of inventory changes based on the Pharmacy and Therapeutics Committee decisions.
- Ensure maximum pharmaceutical Contract (Minnesota Multistate Contracting Alliance for Pharmacy/MMCAP) compliance.
- Evaluate contract compliance and implement change to correct in all pharmacy purchasing areas of the hospital.
- Maintain inventory to reflect changes in contracts.
- Use reports from pharmacy information system (e.g., Avatar/RxConnect) and drug wholesaler (e.g., AmerisourceBergen) to evaluate the contract compliance of the pharmacy purchasing areas.
- Coordinate returns to pharmaceutical reverse distributor (e.g., Inmar) related to expired, recalled, damaged, or overstocked pharmaceutical product returns, verify accuracy of returns and credits, and reconciled credits within the inventory module of the pharmacy computer system.
- Ensure transfer of drug costs to appropriate cost centers.
- Communication to pharmacy staff regarding drug shortages and drug recalls.
- Notify the pharmacy staff of impending problems in drug supply.
- Notify pharmacy staff of drug recalls and follow up to assure compliance with the drug recall policy and procedure.
- Coordinate annual equipment inventory for Pharmacy.
- Provide technical support for purchasing and inventory management systems (AmerisourceBergen, Mediware WORx PO).

Duty 3

General Summary:

Percentage: 35

Responsible for accurate reimbursement billings involving pharmaceuticals and pharmacy-related products and supplies.

Individual tasks related to the duty:

- Works with pharmacy computer system(s) and accounts receivables. This may involve reviewing computer accounts daily for accuracy, posting charges, credits and receipts to patient accounts, checking daily cart fill and pharmacy log sheets and/or batch sheets for accuracy in posting; and checking daily, weekly and monthly billing summaries.
- Serves as liaison between insurance companies and prescribers for activities such as Prior Authorization.

- Validates claims for billing purposes ensuring eligibility and referring questionable coding for review.
- Follows up on unpaid claims and/or denials and authorizations. Reviews past due accounts for non-payments action.
- Reconciles third-party payment for pharmacy services and notifies Director of Pharmacy and/or Pharmacist Lead Worker of outcomes.
- Responsible for the verification of insurance coverage, when necessary, for inpatient services, entering updated information, when necessary, and maintaining the pharmacy system database.
- Responsible for all reimbursable pharmacy billing activities.
- Researches and resolves problems and posts payments, adjustments, denial codes, and non-payment collections per department and hospital procedures.
- Audits accounts, ensuring rejections are corrected and payments recovered by insurance carrier are processed/posted in a timely manner.
- Follows up on accounts receivable related to pharmacy; verifies accuracy of payments.
- Responds to questions and inquiries from Reimbursement Department, MDHHS Bureaus, and insurance companies.
- Prepares necessary reimbursement-related reports on monthly and/or quarterly basis and submits them to Director of Pharmacy and/or Pharmacist Lead Worker.

Duty 4

General Summary:

Percentage: 5

General clerical duties and other duties as assigned.

Individual tasks related to the duty:

- Prepare routine correspondence and memoranda as needed.
- Attend and participate in staff group meetings as required.
- Attend job-related meetings and training activities as required.
- Perform other duties as assigned by Supervisor, which are consistent with the position and in compliance with hospital and pharmacy departmental policies and procedures.
- Maintain a current knowledge and answer questions of other employees on procedures, policies, directives, etc. and obtain needed information or decisions from supervisors as problems arise.
- Assists in maintaining the cleanliness and orderliness of the Pharmacy.
- Participates in Pharmacy staff meetings.
- Participates in departmental quality improvement activities.
- May be asked to participate in hospital wide committees.
- Additional tasks related to the Pharmacy Assistant include answering the pharmacy telephone and assisting the Pharmacy Director in the implementation of departmental projects.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Establish duty priorities where department flow is affected.

17. Describe the types of decisions that require the supervisor's review.

Decisions regarding "write-offs" of non-reimbursable third-party rejections.

Disposal of any pharmaceutical or pharmacy product.

Exceptions to department policies and procedures.

Duty priority may be subject to review by pharmacist and/or supervisor.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Bending, carrying, lifting (up to approximately 25 pounds; should ask for and provide assistance when needed), reaching, kneeling, pushing and prolonged standing. Potential exposure to carcinogenic medications and/or MSDS listed substances.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

The essential duties of this position are ensure proper charging, crediting, and reimbursement for pharmaceuticals and related drug products and to maintain pharmacy inventory records and reconciliation; additionally the duties of this position include Medication preparation activities, pick up and delivery/transporting/conveyance of medication orders and medication to and from patient unit, record keeping and stock control. This job description reflects the general duties of the job but is not a detailed description of all duties which may be inherent to the position. The supervisor may assign related additional duties to individual employees consistent with policy and departmental objectives, goals and responsibilities.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

New position.

25. What is the function of the work area and how does this position fit into that function?

The Department of Pharmacy provides pharmaceutical care to an adult psychiatric population. Incumbent works in collaboration with the Director of Pharmacy and Pharmacist Lead Worker to meet departmental goals and objectives; works in collaboration with the other pharmacists and pharmacy staff. Sensitive Information and Records. Compliance with all departmental, hospital, Bureau, and Department of Health and Human Services standards and rules regarding sensitive information is required; compliance with all State and Federal standards and rules regarding confidentiality, including, but not limited to the Health Insurance Portability and Accountability Act (HIPAA) is required.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Pharmacy Assistant 8

Two years of experience assisting in a pharmacy, including the filling of requisitions for medications.

Alternate Education and Experience**Pharmacy Assistant E7 And 8**

Possession of an associate's degree in pharmacy technology, or completion of a one-year pharmacy certificate program may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge:**

Working knowledge of basic accounting and bookkeeping procedures; of the reimbursement process; of third party and collection procedures, especially third-party insurances. General knowledge of pharmacy operations, filing systems, and office equipment. Basic inventory practices. Basic purchase order system and procedures. Materials, supplies, and tools related to assigned area. Principles and practices of stock and inventory control; and receiving, storing and issuing of pharmaceuticals and supplies. Office procedures, methods, and equipment including computers and applicable software applications. Principles and procedures of record keeping. Occupational hazards and standard safety practices and procedures. Basic mathematical principals. English usage, spelling, grammar and punctuation. Basic principles of business letter writing and basic report preparation. Experience and training in third party billing and reimbursement activities.

Skills:

Skill in keyboarding; operations of computer and office equipment.

Abilities:

As listed on the Civil Service Job Specification. In addition:

Demonstrated ability to communicate effectively both verbally and in writing; to obtain information as necessary to work with the other hospital departments, insurance companies, vendors, public and other agencies; to review job-related accounts, billings, and postings for accuracy; to interpret and follow specified policies and guidelines; to complete work-related forms as necessary; and, to maintain confidentiality. Information ordering aptitude, attention to detail; and the ability to manage time appropriately. Ability to problem-solve. Work is performed under general supervision and requires judgment and initiative. Maintain, analyze, evaluate and account for inventory. Maintain adequate stock levels. Organize, stock, and issue supplies. Respond to requests and inquiries. Prepare purchase orders. Maintain a variety of records and files. Operate office equipment including computers and supporting software. Adapt to changing technologies and learn functionality of new equipment and systems. Prepare clear and concise reports. Perform data entry at a speed necessary for successful job performance. Work under pressure regarding time constraints and critical need of patient care. Communicate clearly and concisely, both orally and in writing. Establish and maintain effective working relationships with those contacted in the course of work. Comply with standard safety rules and practices.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

CERTIFICATES, LICENSES, REGISTRATIONS:

Pharmacy Assistant 8 requires possession of a Michigan temporary, limited, or full pharmacy technician license, in accordance with Public Act 285 of 2014.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

I certify that the entries on these pages are accurate and complete.

EMILY WILLIAMS

1/16/2020

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date