



## Reimbursement Manager

We currently have an opening for a **Reimbursement Coordinator** within CDF Services, LP.

Under general supervision of the Manager, Call Center, this person is responsible for full benefit investigation including processing Prior Authorizations and working with Physician offices to facilitate appeals process. Must ensure the insurance verification and adjudication rejections related to patient prescriptions are processed accurately, efficiently, and timely in complete accordance with all applicable laws, regulations and company policies. Responsible for coordinating benefits, run test claims, and determine patient coverage/responsibility for services in addition to assisting with training, testing, and implementation.

### Essential Duties and Responsibilities:

1. Contact insurance companies as required to obtain and enter accurate benefit information to positively impact insurance processing and minimize rejections
2. Effectively research and resolve prescription processing rejections to ensure patients receive medications within established patient standards
3. Prioritize orders that have been rejected for insurance reasons, working each order timely and accurately to ensure patient service standards are met
4. Work closely with other pharmacy teammates to ensure all orders are received and processed timely and accurately
5. Notify patients, physicians, practitioners, and or clinics of any financial responsibility of services provided as applicable.
6. Assess patient's financial ability to afford therapy and provide hand on guidance to assistance organizations if needed.
7. Participate in test and implementation of system updates as directed by manager.
8. Contact patients as necessary to obtain information required for accurate claim adjudication
9. Must follow through on all benefit investigation rejections, including Prior Authorizations, Appeals, etc. All avenues to obtain coverage for the product must be fully exhausted.
10. Clearly and concisely document all actions taken on each order to ensure all other pharmacy teammates know the current status of each order
11. Maintain accurate and current information for tracking and quality assurance purposes
12. Answer and respond to calls regarding insurance related issues in courteous, professional manner
13. Consistent, regular, punctual attendance as scheduled is an essential responsibility of this position
14. Other duties as assigned including but not limited to:
  - a. Able to work overtime with little or no notice as needed
  - b. Attend staff meetings, teleconferences and patient care conferences as needed

**Experience and Education Requirements**

15. High School diploma or equivalent required
16. Demonstrated knowledge of Medicare Part D, Medicaid and commercial payors
17. Demonstrated ability to work with high volume production teams with an emphasis on quality
18. Intermediate to advanced computer skills and proficiency in Microsoft Office including but not limited to Word, Excel, Outlook

If interested, please email your resume to:

[careers@cdfservices.net](mailto:careers@cdfservices.net)