



Example of Specialty Representative Job Description

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Our innovative and growing company is looking to fill the role of specialty representative. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for specialty representative

- Enter or verify customer information and/or program data into the computer system
- Determine the appropriate solution, educate callers on policies, warranties, services and procedures
- Document solution and other information into the computer system
- Ensure customer satisfaction by remaining focused on the call and displaying
- Interacting with members who may have serious chronic conditions
- Responsible for accurate and timely verification of existing patients' prescription drug coverage specifically relating to disease state and type of prescriptions, supplies and services requested
- Review billing system to verify patient's eligibility to receive medication and update necessary information
- Contact doctors' office staff for information to help resolve outstanding claims or insurance issues
- Accurately quote pricing for medications for a patient and appropriately code and enter text notes into the pharmacy system
- Update patient on unresolved issues as it relates to coverage status and delays in the processing and receipt of medication orders

Qualifications for specialty representative

- Minimum of 2 successful years in Specialty Pharma Sales

- Women's healthcare and/or injectable sales experience preferred
- Buy and Bill experience preferred
- At least 1 year of experience in a customer service related role