

JOB POSTINGS AS OF 2.6.12

The following postings are for jobs currently available with [Pentec Health](#)

ALL External Applicants should apply via [CareerBuilder.com](#)

Questions may be directed to Garrick Weaver gweaver@pentechealth.com, or call 484-480-2149.

Resumes will be accepted until the position has been filled, except where a specific deadline is noted.

Current opportunities

NO RESUMES OR REFERRALS ARE ACCEPTED VIA ANY THIRD PARTIES

PRIMARY NURSE (FT)AL-MOBILE PRIMARY CARE NURSE (FT) –MD-ANNAPOLIS PRIMARY CARE NURSE (FT)-VA RICHMOND	NUTRITIONAL CONSULTANT-CA (SACRAMENTO) -OH (CINCINNATI)
CUSTOMER SERVICE REPRESENTATIVE RCM	RN CASE MANAGER-RCM -
CLINICAL LIAISON- SI	REIMBURSEMENT SPECIALIST- COLLECTOR
REIMBURSEMENT SPECIALIST- BILLER	PAYOR CONTRACTS ANALYST
MGR- CUSTOMER CARE	IT GOVERNANCE, SECURITY AND DATABASE ADMIN
PHARMACIST (1 RENAL 1 SI)	PHARMACY PRODUCTION SUPERVISOR



Pentec Health, a Joint Commission accredited, award winning, Best Place to Work

Pentec Health, Inc. is committed to maintaining a drug- and alcohol free workplace and conducts pre-employment drug testing for all positions. Pentec Health offers a generous benefits package including: medical, dental, vision, LTD, STD, Life insurance, as well as a 401K with company match, tuition reimbursement and PTO bank. EOE M/F

NURSING SERVICES

PRIMARY NURSE (FT)-AL-MOBILE

PRIMARY CARE NURSE (FT) –MD-ANNAPOLIS

PRIMARY CARE NURSE (FT)-VA RICHMOND

Objective:

To administer safe infusion therapy in the home while providing quality, compassionate and holistic patient care

Essential Duties & Responsibilities:

- Manage all aspects of patient care including but not limited to:
- Coordinate patient care with all ancillary departments including patient scheduling and ordering/receiving supplies
- Refill and reprogram intrathecal pumps and provide follow-up as necessary
- Complete patient assessment and medication review as well as related documentation
- Provide patient education relevant to patient condition and coexisting diagnoses
- Function as an advocate for assigned patients by consulting with ordering physician, pharmacist and case manager as needed
- Maintain monthly communication with patients or caregivers for progress reports and updates
- Maintain and update treatment plans per state requirements and home care governing agencies
- Complete acuity and expense reports
- Perform other infusion therapy as needed

Non Essential Duties and Responsibilities

- Perform peer chart audits
- Mentor new employees
- Function as a clinical resource for Account Executive as patient care schedule allows
- Special projects as assigned

Skills, Competencies and Experience:

Required

- Possess strong written and verbal communication skills as well as excellent customer service skills
- Demonstrate resourcefulness and proactive problem solving skills

NURSING SERVICES

(Continued)

- Possess strong organizational and process skills
- Demonstrate the ability to work well with all staff levels as well as work independently
- Possess a strong clinical background with excellent assessment skills.
- Demonstrate the ability to work well under pressure and multi-task
- 2 years medical/surgical experience required.

Preferred

- ICU/ER and home care experience preferred.

Education, Certifications, Trainings:

Required

- Current licensure as a Registered Nurse and the ability to become and maintain licensure in another state if needed
- CPR certification- active

RENAL SALES

NUTRITIONAL CONSULTANT

- SACRAMENTO, CA (COVERING THE AREA IN AND AROUND SACRAMENTO AND THE CENTRAL BAY AREA)
 - CINCINNATI, OH (COVERING OHIO AND MICHIGAN)

Objective

Create and maintain strong consultative relationship with Dialysis Unit personnel including Registered Dietitians (RDs), Nurses (RNs), Unit and Group Managers, Social Workers and Nephrologists in support of Pentec Health's renal therapies.

Essential Duties & Responsibilities:

- Autonomously marketing Pentec in a manner similar but not to duplicate the Account Executive within current a Pentec Health accounts.
- Creating the content for customer clinical presentations and helping design and select the marketing materials used in these presentations. In addition the Consultants can have greater involvement in the strategy of choosing when and where to give these presentations and managing the budget for such presentations.
- Authority and responsibility for setting and modifying time lines where appropriate, have responsibility for allocating resources for the project to include budgetary, personnel, and/or equipment as appropriate,. The Nutritional Consultant will provide a recommendation to management at the conclusion of the project
- In assigned territory, maintain and expand the number of patients on census for current Pentec Health intradialytic and intraperitoneal parenteral nutrition therapies (IDPN and IPN).
- Work collaboratively and in a coordinated way with the Pentec Health Account Executives (Formerly NSC) in assigned territory and the office based, Central Intake Administration Team (CIA) so as to maximize customer satisfaction and business results.
- Expedite the conversion of Referrals to Starts. This will require customer visits and multiple communications with the Customer, NSC, members of the CIA team and other functions within Pentec Health.
- Maintain and grow the use of Pentec Health's IDPN and IPN therapies.
- Participate in local and regional conferences as appropriate;
- Assist in tracking and maintaining a patient population and driving positive clinical outcomes for patients on parenteral renal nutrition therapies.
- Deliver clinical education (normally to Dialysis Unit personnel) on the role of parenteral renal nutrition therapies in the outpatient dialysis malnourished population.
- Assist and coordinate in setting up educational opportunities for our current customers in a way that supports their organizational needs.
- Assist in coordinated research endeavors with the Renal Clinical Program Director, Renal Program Manager(s) and other members of the Pentec Health Management team.
- Field based position requiring travel including overnight travel.
- Role possible to expand to meet the growing needs of the IDPN/IPN and Pentec Health Specialty Infusion Divisions

Skills, Competencies and Experience:

Required

- Experience in performing sales and or customer service related functions
- Self starter with the ability to work independently and as part of a team
- Interpersonal skills – able to build positive relationships
- Oral and written communication skills
- Planning, organizing and time management skills
- Detail oriented with good follow-up skills;

NUTRITIONAL CONSULTANT

(Continued)

- Computer skills – capability with Microsoft Office.
Preferred
- Experience in renal nutrition / dialysis

Education, Certifications, Trainings: RENAL SALES

Required

- Bachelors degree from an accredited university

Preferred

- Bachelors degree in Nutrition
- Registered Dietitian/Nurse
- C.N.S.D. and C.N.S.C.

REVENUE CYCLE MANAGEMENT

CUSTOMER SERVICE REPRESENTATIVE- RENAL

Objective:

Under the direct management of a CSR Supervisor or Manager, Renal Care Team this position is accountable for the start of care functions and delivery coordination functions with clinical and warehouse teams of Pentec Health, Inc. and affiliated companies.

The primary goal for the position is to ensure the seamless handling of our renal patient care process and communications. It is inclusive of internal communications to ensure complete start of care planning and package is developed and delivered to clinical pharmacy and warehouse in a timely manner, supportive of timelines required by our customers for service.

The incumbent will need to possess a thorough understanding of Pentec Renaltherapy requirements for compliance and internal policy. They must be excellent internal teammates and professional communicators with a discerning eye, attention to detail and exceptional organizational skills.

This position is responsible for developing a working relationship with the customer, to assist in all matters concerning but not limited to customer satisfaction as well to assist in the procurement and completion of all facets of the referral process

Essential Duties & Responsibilities:

- Having a detailed understanding of the needs for start of care of a renal patient to ensure that Pentec remains compliant to federal regulations and internal policy and procedure.
- Develop a clear understanding of all therapies and services provided by Pentec, now and in the future, with the ability to effectively communicate the above needs required for and by each patient start of care effectively to our internal resources to ensure accurate and timely start of care process is met.
- Possess exceptional telecommunication skills to effectively serve as a liaison between internal and external customers and departments, clearly document all findings, and transition information to peers, clinical pharmacy and warehouse/distribution for seamless and efficient support in the start of care process.
- Customer Service Representative will be expected to provide their peers, Supervisor and/or Manager with feedback and suggestions for improving the processes associated with their job functions and that of their peers common to the department/team objectives. Additionally, resolving any immediate issues preventing smooth processing to start of care.
- Communicate frequently intra and inter-departmentally for effective processing of start of care information and aiding in the continued improvement of time from referral to start of care.
- Responsible for ordering of pumps in coordination with therapy deliveries, as needed. Advanced preparation of paperwork and documents necessary for start of care information packets. Maintains records accurately and works with Supervisor/Manager to streamline reporting functions.
- Assists with Performance Improvement activities.
- Performs all other duties assigned by their respective Supervisor/Manager, including projects and time study analysis.
- Supports the goals and functions of the department, as needed and directed by Supervisor/Manager.
- Follow-up on all start of care challenges and needs according to stated department guidelines and expectations.
- Works with field staff to coordinate communication to patients and dialysis units
- Perform all activities related to patient customer service once a referral is approved
- Work with NC to set up Customer cadence calls as appropriate

CUSTOMER SERVICE REPRESENTATIVE- RENAL

(Continued)

- Resolves customer requests, questions and complaints frequently requiring analysis of situations to determine best use of resources.
- Ordering of pumps and maintaining activity log for pump maintained

Skills, Competencies and Experience:

Required

- Demonstrated computer hardware, peripheral, and Microsoft computer skills.
- Proficiency in creating and editing spreadsheets in MS Excel.
- Detail oriented, highly organized, and personable
- Have strong communication and customer service skills
- Be empathetic, a good listener and be able to 'diffuse' a situation if a customer is upset
- Problem solver and be resourceful
- Self directed learner
- Demonstrated ability to learn new tasks quickly
- Ability to learn in a side by training model
- Take detailed notes in order to understand tasks at hand
- Strong organizational and process skills
- Strong computer skills and the ability to utilize various software packages (once trained)
- Ability to execute
- Ability to work well with all staff levels
- Ability to meet deadlines and work well under pressure
- Takes initiative, persists at tasks and pursues completion of objectives.
- Grasps new concepts, approaches and systems.
- Hands on learner who can pick up new systems and also learn in a side by side work environment
- Ability to deal with ambiguity- most situations are unique and require the person to research the provider site for answers
- Shares information with others to help them perform their jobs & seeks information from others. (With each situation being different representatives need to document a provider's file properly so that when someone else goes in to verify another referral they will have a baseline to go from)
- Persuades people from various levels, positions or backgrounds by using a variety of interpersonal techniques and approaches (Insurance providers cannot pay claims without full documentation. Our reps need to come at the problem from multiple angles to find a way to get the claim/referral processed).
- Switches to different strategy when an initially selected one is unsuccessful
- Practices attentive and active listening
- Expresses oneself clearly in conversation and interaction with others
- Identifies information needed to clarify a situation and seeks that information from appropriate sources
- Builds trust and credibility by demonstrating consistency between words and actions
- Takes significant action to develop skills needed for effectiveness in current or future job

Preferred

- Experience with CPR+
- Knowledge of Renal therapies

Education, Certifications, Trainings:

Required

- 2 years+ experience in a related field such as customer service of home infusion, durable medical equipment, high tech therapies, or health care coordination background.
- Continuous related training associated with health care practices

Preferred

- Bachelor degree or some college with related experience in lieu of education.
- Proficiency in Microsoft Office (Word, Excel, Powerpoint).

RN CASE MANAGER- SI

Objective:

Overseeing the day-to-day functioning of the Specialty Infusion program. The Nurse Case Manager is responsible to ensure the smooth delivery of Specialty Infusion services to Pentec Health patients and families, problem solving when necessary and coordinating care with consistency and thoroughness. In addition, the Nurse Case Manager serves as a resource to the Clinical Staff Coordinators.

Essential Duties & Responsibilities:

- Adhere to the case management process of assessment, planning, implementation, coordination, monitoring and evaluation in overseeing the delivery of Specialty Infusion services to the patients and families of Pentec Health.
- Assist with ensuring continuous Joint Commission readiness by evaluating ongoing compliance with the requirements for sustained accreditation. Collaborate with other Pentec professionals in preparing for Joint Commission reviews. Initiate and participate in audits to assess and improve compliance.
- Support and adhere to HIPAA guidelines and Pentec Health policies and procedures with respect to patient privacy practices and standards of care.
- Serve as a resource and problem solver for Pentec Health patients, families, nurses, pharmacists, reimbursement coordinators, intake and insurance coordinators payor relations personnel, sales and marketing representatives, patients and families.
- Assist primary care physicians, specialists and other healthcare providers in creating letters of medical necessity when needed, in pursuing coverage for Specialty Infusion services and medications.
- Develop and maintain ongoing relationships with key professionals at payor sources, including Nurse Case Managers/Case Managers, Customer Service Representatives and Directors of Payor Relations in an effort to
- Provide education regarding the Pentec Health Specialty Infusion Program, to ensure reimbursement for our services. Pursue out of policy benefit exceptions when appropriate and feasible.

Skills, Competencies and Experience:

Required

- Have strong communication and customer service skills
- Be empathetic, a good listener and able to diffuse a situation if a customer is upset
- Be a resourceful, proactive problem solver
- Possess strong organizational and process skills
- Demonstrate the ability to work well with all staff levels and with varied personalities
- Have the ability to work well under pressure and continually multi-task
- 3-5 years of case management experience, including 2 + years of in-depth payor relations experience
- 3-5 years of clinical nursing experience in one or more of the following fields: neurology, physical rehabilitation, pain management and/or specialty infusion
- Familiarity with Joint Commission standards
- Thorough understanding of HIPAA requirements.

Preferred

- 5 + years of case management experience, including 2 + years of in-depth payor relations experience
- 5 + years of clinical nursing experience in one or more of the following fields: neurology, physical rehabilitation, pain management and/or specialty infusion

Education, Certifications, Trainings:

Required

- AA Degree in Nursing from an Accredited school of Nursing
- Registered Nurse licensed in the State of PA. Ability to obtain and maintain RN licenses in other states to support the Specialty Infusion division
- Registered Nurse Case Manager/Nurse Case Management with demonstrated experience dealing with complex and or catastrophic cases

Preferred

- Bachelors of Science in Nursing
- Certification as a Case Manager (CCM)
- Intermediate computer skills with programs such as Microsoft Office Suite: Outlook, Word, Excel and Power Point
- Dependable automobile with safe driving record and current driver's license/insurance policy
- Ability to use a mobile phone such as a Blackberry

CLINICAL LIAISON- SI

This role provides exceptional customer service, clinical expertise & support for the internal & external Specialty Infusion Team & patients by managing & triaging incoming calls to the Specialty Infusion Department. In addition, this role will handle referral & inquiry calls about Pentec's home infusion Services & resolve any immediate issues & provide follow up as required.

Essential Duties & Responsibilities:

- Possess exceptional telecommunication skills to effectively serve as a liaison between internal and external customers and departments, clearly document all findings, and transition information to peers, clinical pharmacy and warehouse/distribution for seamless and efficient support in all aspects of patients care.
- Serve as a resource and problem solver for Pentec Health customers including patients, families, health care providers, nurses, pharmacists, reimbursement coordinators, intake and insurance coordinators, payor relations personnel, sales and marketing representatives.
- Support the Case Managers and assist with contacting patients to answer questions, troubleshoot and resolve problems.
- Assist primary care physicians, specialists and other healthcare providers with coordination of care for patients to ensure seamless customer service.
- Apply prior and current knowledge of insurance carrier requirements and authorization practices to capture and communicate appropriate clinical and financial data required to obtain approval/authorization of service, professionally documenting the detailed outcome of this process in CPR+
- Develop and maintain ongoing relationships with key professionals at payor sources, including Nurse Case Managers/Case Managers, Customer Service Representatives and Directors of Payor Relations in an effort to provide education regarding the Pentec Health Specialty Infusion Program, to ensure reimbursement for our services.
- Provide initial and on going verification of physician credentials; notifying Leadership as soon as any discrepancies are discovered
- Perform other duties, special projects as assigned

Skills, Competencies and Experience:

Required

- Have strong communication and customer service skills
- Be empathetic, a good listener and able to diffuse a situation if a customer is upset
- Be a resourceful, proactive problem solver
- Possess strong organizational and process skills
- Demonstrate the ability to work well with all staff levels and with varied personalities
- Have the ability to work well under pressure and continually multi-task
- 3-5 years of clinical nursing experience in one or more of the following fields: neurology, physical rehabilitation, pain management and/or specialty infusion
- Familiarity with Joint Commission standards
- Thorough understanding of HIPAA requirements.

Preferred

- 3- 5 years recent experience in a related field such as intake and customer service, complete verification/authorization of benefits for home infusion therapies, durable medical equipment or health insurance background required.

Education, Certifications, Trainings:

- AA Degree in Nursing from an accredited school of Nursing
- LPN or Registered Nurse licensed in the Commonwealth of PA. Ability to obtain and maintain nursing licenses in other states to support the Specialty Infusion division

Preferred

- Intermediate computer skills with programs such as Microsoft Office Suite: Outlook, Word, Excel and Power Point
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Reimbursement Specialist- Collector

Objective:

The Reimbursement Specialist is accountable for performing all Collections efforts for all 90+ day Accounts Receivable (AR). The primary goal for this position is to ensure that all 90+ day Collections functions are performed timely, accurately and in adherence to Pentec Health's compliance program.

Essential Duties & Responsibilities:

- Manage assigned accounts, ensuring that all 90+ day AR are paid on time, which includes resolving issues as needed.
- Build and maintain relationships with payor representatives.
- Resubmit corrected, accurate and timely Clean Claims for the required invoice type (CMS 1500, 835 – Electronic Medical Claims, and NCPDP 5.1 – Pharmacy).
- Locate and monitor 90+ day overdue accounts.
- Verify accuracy of charges.
- Correct errors in accounts, as needed.
- Address claims for appeal process.
- Correct patient bills for copays and deductibles as appropriate.
- Process refund requests, invoices, statements and collection letters
- Maintain correct patient records and documentation of all correspondence and status.
- Protect patient confidentiality, according to HIPPA guidelines.
- Other duties as assigned.

Non Essential Duties and Responsibilities

- Perform filing duties accurately and timely.
- Respond to correspondence.
- Generate reports from CPR+ or other report generation software.
- Complete miscellaneous clerical duties.
- Investigate complaints.
- Respond to customer questions timely and accurately.

Skills, Competencies and Experience:

Required:

- Professionalism and tact
- Negotiation
- Business Relationship Building: customer service orientation, respectful speaking manner, conveyance of empathy, effective listening, relation to all staff levels
- Team-oriented, dependable
- Problem-solving: solutions oriented, clear communication, communicates a sense of authority through subject matter expertise, resourcefulness
- Troubleshooting: ability to anticipate issues, research and implement creative solutions.
- Knowledge of claim and benefit requirements for Medicare, Medicaid, HMO, PPO and/or other third party payors.
- Ability to calculate drug dispensed based on prescription/order correctly.
- Ability to calculate figures and amounts correctly, such as interest and percentages.
- Ability to investigate issues with invoices and confer with internal and external parties to resolve discrepancies.
- Education of drug types and treatments, so as to resolve issues effectively while maintaining business relationships
- Clear, effective oral Communication of the American English language, both face-to-face and telephone
- Adherence to deadlines

Reimbursement Specialist- Collector **(continued)**

Preferred:

- Self-motivated
- Proficiency with Microsoft Windows, Outlook
- Strong organization

- Strong under pressure, can continue working amidst stressful environment
- Knowledge of specialty infusion/ renal dialysis
- Personable, gets along with diverse individuals and teams

Education, Certifications, Trainings:

Required:

- Minimum of 5 years hands-on experience in a billing or collections role within a physician office, specialty infusion, home care or related field required.

Preferred:

- Associate Degree, or some college coursework preferred.

Equipment:

- Proficiency with Keyboarding on both PC and laptop
- Proficiency, daily use with Microsoft Excel
- Proficiency, daily use with Microsoft Word
- Proficiency, daily use with CPR+ or similar platform

REIMBURSEMENT SPECIALIST - BILLER

Objective:

The Reimbursement Specialist is accountable for performing all initial Billing functions for Commercial/Government and Pharmacy Plan Claims in accordance with Clean Claims Act requirements. The Reimbursement Specialist also provides Collections efforts for all 0-90 day Accounts Receivable (AR). The primary goal for this position is to ensure that all Billing and Collections functions for 0-90 day AR are performed timely, accurately and in adherence to Pentec Health's compliance program.

Essential Duties & Responsibilities:

- Build and maintain relationships with payor representatives.
- Submit accurate and timely Clean Claims for the required invoice type (CMS 1500, 835 – Electronic Medical Claims, and NCPDP 5.1 – Pharmacy).
- Verify accuracy of charges.
- Correct errors in accounts, as needed.
- Build and maintain relationships with payor representatives.
- Address claims for appeal process.
- Bill patient for copays and deductibles as appropriate.
- Work well, as a contributing member of the team, while meeting pressures of deadlines and productivity standards.
- Maintain correct patient records and documentation of all correspondence and status.
- Protect patient confidentiality, according to HIPPA guidelines.
- Other duties as assigned.

Non Essential Duties and Responsibilities

- Resubmit claims as appropriate.
- Perform filing duties accurately and timely.
- Respond to correspondence.
- Generate reports from CPR+ or other report generation software.
- Complete miscellaneous clerical duties.
- Investigate complaints.
- Respond to customer questions timely and accurately.

Skills, Competencies and Experience:

Required:

- Professionalism and tact
- Business Relationship Building: customer service orientation, respectful speaking manner, conveyance of empathy, effective listening, relation to all staff levels
- Team-oriented, dependable
- Problem-solving: solutions oriented, clear communication, communicates a sense of authority through subject matter expertise, resourcefulness
- Troubleshooting: ability to anticipate issues, research and implement creative solutions.

REIMBURSEMENT SPECIALIST – BILLER

(Continued)

- Knowledge of claim and benefit requirements for Medicare, Medicaid, HMO, PPO and/or other third party payors.
- Ability to calculate drug dispensed based on prescription/order correctly.
- Ability to calculate figures and amounts correctly, such as interest and percentages.
- Ability to investigate issues with invoices and confer with internal and external parties to resolve discrepancies.
- Education of drug types and treatments, so as to resolve issues effectively while maintaining business relationships
- Clear, effective oral Communication of the American English language, both face-to-face and telephone
- Adherence to deadlines

Preferred:

- Self-motivated
- Proficiency with Microsoft Windows, Outlook
- Strong organization
- Negotiation
- Strong under pressure, can continue working amidst stressful environment
- Knowledge of specialty infusion/ renal dialysis
- Personable, gets along with diverse individuals and teams

Education, Certifications, Trainings:

Required:

- Minimum of 2 years hands-on experience in a billing or collections role within a physician office, specialty infusion, home care or related field required.

Preferred:

- Associate Degree, or some college coursework preferred.

Equipment:

- Proficiency with Keyboarding on both PC and laptop
- Proficiency, daily use with Microsoft Excel (including Pivot Tables)
- Proficiency, daily use with Microsoft Word
- Proficiency, daily use with CPR+ or similar platform

PAYOR CONTRACTS ANALYST

Objective:

Responsible for the assistance with and support of ongoing negotiations and the ultimate securing of all payor contracts, private and public, for Pentec Health at the direction of the Director of Contracts Administration.

Critical features of this job are described under the headings below. They may be subject to change at any time due to reasonable accommodation or other reasons

Essential Duties & Responsibilities:

- Under the supervision of the Director or the Director's designee, the Payor Contracts Analyst supports all necessary initiatives with targeted payor accounts, which include Regional Independents, Blue Plans, Medicare Part D and Managed Medicare, Managed Medicaid, and Medicaid programs.
- Creates and analyzes the profitability of potential payor contracts through company developed templates and in coordination with the Director and/or Payor Contracts Manager.
- Works closely with Field Sales Teams to assist with efforts to secure participating provider contracts for key plans affecting targeted referral sources in new and existing geographies.
- Thoroughly understands the clinical services and specific market segment messages as they relate to Specialty Infusion and Renal so that plan exceptions can be obtained and identified contracting issues are resolved.
- Assists Reimbursement team with outstanding claims issues including contract interpretation, medical policy information, and high level appeals under the supervision and guidance of the Manager of Billing and Collections and/or the Director of Contracts Administration.

PAYOR CONTRACTS ANALYST

(Continued)

- Updates contract statuses on company intranet (Elektra) and assists with training and rollout of new contracts to field staff, Intake, Billing and Collections departments so that a thorough understanding of contract specifics is transferred to appropriate staff.
- Completes all needed payor grids on new contracts and updates existing contracts' information timely.
- Researches, communicates and ensures all information on contracts is correct and updated timely on the company intranet (Elektra). As needed, updates information in CPR+.
- Completes enrollment forms for electronic claims submission, electronic remittance advices, and electronic fund transfers.
- Assist with payor audit requests in coordination with and under the supervision of the Director of Contracts Administration.
- Ensures all credentialing, provider information, company business licenses and other documents needed for payor contracts is up to date and accurate.
- Perform other duties as assigned by the Director.

Skills, Competencies and Experience:

Required

- Strong self-starter initiative, able to work with minimal direction from Director.
- Strong written and verbal communication skills. Able to explain complex concepts to staff and outside personnel to achieve results desired by company.
- Proven ability to develop, plan, implement and follow through with action plans that positively influence opportunities.
- Positive communication and teamwork skills and a documented ability to work with all levels of personnel.
- Demonstrated computer proficiency in Excel, Word, Outlook and PowerPoint.
- Excellent follow through and closure of identified action items.
- Strong analytical skills, highly organized, and personable.
- Problem solver and exceptional team player.

Preferred

Education, Certifications, Trainings:

Required

- Associates degree or demonstrated industry knowledge in the healthcare field, 3-5 years' experience
- Knowledge of insurance market, payor contracting, insurance verification, obtainment of authorizations, and billing practices
- Minimum of five years' experience in the Healthcare Industry in a contract support or insurance verification and/or billing/collection position
- Five years of experience in a contract support position within health plans, insurers, specialty infusion providers or home health care agencies preferred

Preferred

- Bachelor's Degree in Business or related field

Equipment:

- Computer experience to include the following: MS Word and Excel & CPR+ or similar billing systems platform

INFORMATION TECHNOLOGY

MANAGER, CUSTOMER CARE

Objective:

This position is primarily responsible for delivering exceptional customer care support services to internal consumers of the company's technology products and services, that is both timely and of the highest quality. Manages the entire customer care function within technology services with an emphasis on implementing and championing best practices customer service processes and protocols, continual process improvement, comprehensive documentation, service level quality benchmarking, and consistently achieving overall customer service satisfaction ratings greater than 95% very satisfied.

Provides leadership, direction and business guidance to the staff that report to this position in such a way as to ensure the highest level of quality and quantity in their delivery of services.

Is fiscally responsible in the management of budgets, expenditures, and adherence to all company policies and procedures.

Essential Duties & Responsibilities:

- Interface with IT colleagues to fully understand the company's technology products and services, identify and implement best practices processes for supporting the company's technology portfolio, and continually monitor and improve the quality of support services delivered.
- Identify weaknesses in the company's customer care support model and implement new processes capable of strengthening the overall quality of services delivered.
- Identify weaknesses in the company's customer care support tracking systems and implement new enterprise class systems capable of supporting a high growth environment.
- Identify and implement continuous process improvement curriculum and program for significantly improving the depth and breadth of support services knowledge amongst the customer care team.
- Significantly improve the quality and quantity of documentation in the team's knowledge library.
- Publish customer satisfaction surveys and implement improvements capable of continuously improving overall customer satisfaction levels.
- Assist with working the customer support queue where necessary.
- Assist with training customers on the use of Pentec's business systems where necessary.
- Adhere to the Policy and Procedures set by Pentec which follow the OSHA and JCAHO guidelines.

Non Essential Duties and Responsibilities

- Perform other duties, special projects as assigned.

Authority and Accountability:

- Manages and develops professional staff.

Skills, Competencies and Experience:

Required

- Proven track record managing and improving an organization's internal customer service function.
- Results oriented with a strong commitment to quality and standards implementation.
- Ability to lead and motivate direct reports.
- Innovative thinker and ability to present and act upon ideas capable of delivering significant value.
- Very strong customer service skills.
- Very strong analytical, problem solving and decision-making skills.
- Ability to multi-task, adjusts priorities, and work autonomously.

MANAGER, CUSTOMER CARE

(CONTINUED)

Preferred

- Experience working within a healthcare or related industry

Strong working knowledge of:

- Microsoft Windows office suite, operating systems, Active Directory, basic LAN troubleshooting, thin client computing (e.g., Citrix), Exchange Email, and SharePoint.
- Troubleshooting end user computing devices in a Microsoft platform (desktops, notebooks, thin clients, smart phones).
- Microsoft SQL
- Healthcare Electronic Medical Records systems
- Healthcare Revenue Cycle Management systems
- Customer Care Support Call Tracking systems
- Significant experience training end users in the use of a company's portfolio of business systems and computing devices.

Education, Certifications, Trainings:

Required

- BA/BS Degree
 - Minimum 5 years managing and supporting customer care functions with specific emphasis on technology products and services within high growth healthcare organizations.
-

IT SECURITY, GOVERNANCE, AND DATABASE ADMINISTRATOR

Works under the direction of the Chief Information Officer; Responsible for implementing and administrating best practices IT security across business applications, databases, infrastructure systems, servers, and devices; recurring internal security and policy audits; maintaining and expanding the company's business continuity plan inclusive of simulated tests; and administrating the company's databases inclusive of security, administration, optimization, and other activities that contribute to a best in class database model.

Duties & Responsibilities

- Audit, recommend, implement, and maintain best practices Active Directory driven security model for network accounts, commercial and proprietary business systems, infrastructure systems, servers, and devices.
- Audit, recommend, implement, and maintain best practices security for the company's core EMR and related systems.
- Audit, recommend, implement, and maintain best practices database security model.
- Audit and administer database security patches.
- Document, maintain, and implement IT Policies and Procedures required to mature Pentec's overall IT Security and Governance protocols.
- Perform recurring audits of IT Policies and Procedures to insure compliance with Pentec's overall IT Security and Governance protocols.
- Maintain and continually expand the company's comprehensive Business Continuity Plan.
- Conduct annual tests of the company's comprehensive Business Continuity Plan including functional, pharmacy, and technology. Oversee independent test auditor and documentation of test results.
- Administer the company's databases including but not limited to adherence to latest version and security patches, monitoring performance logs for opportunities to optimize, and assist with consolidation of the company's databases and related reporting systems for greater robustness, scale, and redundancy.
- Assist with special projects.
- Adhere to the Policy and Procedures set by Pentec which follow the OSHA and JCAHO guidelines.

Skills and Experience:

- Superior customer service skills.

IT SECURITY, GOVERNANCE, AND DATABASE ADMINISTRATOR

(continued)

- Strong team player.
- Ability to multi-task, adjust priorities, and work autonomously.
- Very strong working knowledge of Microsoft databases, Active Directory, and best practices security practices.
- Very strong working knowledge of best practices IT governance.
- Strong practical expertise maintaining and testing business continuity plans.
- Previous experience in the field of health care is a plus but not required.

Education Required

- 3 – 5 years' experience with database administration, best practices security, and internal policy audits within a Microsoft Windows environment.
- 3 – 5 years' experience maintaining and testing companywide business continuity plans.
- Bachelor's Degree or equivalent work experience.

Pharmacists **Monday-Friday**

NEW POSITIONS

1-Renal Therapy 12pm-830pm
1- Specialty Infusion 9am-530pm

Pentec Health is currently seeking

2 Pharmacist with home infusion therapy or hospital intravenous preparation experience for a full-time opportunity for our "closed door" Joint Commission Accredited pharmacy in Boothwyn, PA

- Participate in the clinical and operational activities of the Pharmacy Services program to ensure the provision of safe and appropriate therapies to our patients.
- Perform prescription processing, prescription compounding, and clinical pharmacy activities.
- Communicate and interact with our patients, patient caregivers, nurses, and physicians in the coordination of patient care.
- Maintain complete and ongoing clinical documentation in the patient electronic record.
- Participate in departmental Process Improvement Program

Requirements

Skills, Competencies and Experience:

- Minimum of 1-2 years IV admixture experience in home infusion, specialty, Long Term Care or Hospital based Pharmacy practice
- Licensure to practice pharmacy in the Commonwealth of Pennsylvania (or eligible for reciprocity)
- BS in Pharmacy or Pharm. D. from an accredited school of pharmacy
- 2+ years with TPN/IV Admixture exp preferred

Production Supervisor-Pharmacist (8am-430pm)

Production Supervisor to work in our high volume Clean Room, overseeing the compounding activities of our renal division.

Objective:

- Performs hands-on pharmacist duties in the operation of the Pharmacy Production areas and provides direct supervision of the compounding personnel. Perform specified distribution and clinical pharmacy activities and related services as they pertain to providing safe and effective sterile intravenous and intrathecal preparations.

Essential Duties & Responsibilities:

- Adheres to organization policies and procedures.
- Adheres to JCAHO standards and participates in the accreditation process.
- Supervises, coordinates and/or participates in the preparation of sterile admixtures, dispenses all pharmaceutical and related supplies and equipment in accordance with federal, state and local laws and standards of practice, which govern the profession of Pharmacy.
- Supervises and coordinates day to day operations in pharmacy I.V. admixture area.

**Production Supervisor-Pharmacist (8am-430pm)
(Continued)**

- Assures implementation of and adherence to policies and procedures for USP 797 compliance.
- Assist in the selection, training and supervision of all pharmacy compounding technicians.
- Implements work schedules and assignments to maximize the efficiency and productivity of operations.
- Coordinates work assignments according to production plan and make necessary adjustments to ensure patient needs and production plans are fulfilled.
- Processes and checks all medications, supplies and equipment prior to dispensing from the pharmacy.
- Maintains technical skills and knowledge of USP 797 and its related chapters by reviewing literature and attending in-services, seminars and conferences.
- Maintains clinical skills and knowledge of pharmacotherapy by reviewing literature and attending in-services, seminars and conferences.
- Interacts and communicates effectively and positively with production staff and manager on a daily basis.
- Provides feedback on associates' performance to the Manager, Pharmacy Production Maintains pharmacy records in accordance with applicable laws and regulations.
- Assist in the Maintenance of the Inventory Management System
- Supervise & Assist in all departmental QA activities.
- Attends and/or conducts designated department meetings as scheduled.
- Assists the Pharmacy Manager in the clerkship education of Pharmacy Students.

Secondary

- Contributes to the enhancement of teaching protocols and manuals for the education and development of pharmacy staff.
- Applies for, completes all required testing, and obtains pharmacy licensure in other states as business needs arise.
- Performs other duties, special projects as assigned

Authority and Accountability:

- Mentor and quality check work performed by pharmacy and order entry techs as needed
- Mentors and seeks opportunities to educate pharmacists and technicians regarding USP 797.

Requirements

Skills, Competencies and Experience:

- Minimum of one to two years experience in supervisory role, preferably in a production environment
- Experience and strong knowledge base in intravenous therapies and services.
- Excellent communication and interpersonal skills
- Problem solving abilities
- Ability to handle prioritize and handle multiple tasks concurrently.
- Ability to understand and maintain principles of confidentiality and HIPPA.

Education, Certifications, Trainings:

Required

- Licensure in good standing to practice pharmacy in the Commonwealth of Pennsylvania, or the ability to reciprocate within 90 days, as a condition of hire)
- B.S. or Pharm. D. from an accredited school of Pharmacy

Preferred

- Board Certified Nutrition Support Pharmacist (BCNSP)
- Experience working with renal nutrition formulations

