



**Pharmacy Services Analyst  
Claims Services Department**

Pacific Blue Cross has been British Columbia's leading benefits provider for 75 years. We are an independent, not-for-profit society with strong roots in BC's health care system. Together with our subsidiary BC Life, we provide health, dental, life, disability and travel coverage for approximately 1.5 million British Columbians through employee group plans and through individual plans for those who do not have coverage with their employers.

We are fueled by a commitment to keep health care sustainable for all British Columbians. Through our Community Connection Health Foundation, we also provide funding to community organizations with a focus on alleviating mental illness and chronic disease. We're interested in finding people who want to make a difference and who will take advantage of every opportunity to build a career with us.

Pacific Blue Cross offers an attractive compensation and benefits package, fitness programs, and an onsite gym and cafeteria. Our workplace culture values health and wellness, continuing education, environmental sustainability and giving back to the community.

We are currently recruiting for a Pharmacy Services Analyst to join the Claims Services team.

Under the direction of the Manager, Pharmacy Services, assists in researching and analyzing to support recommendations in best practices to PBC on all aspects of pharmacy services including drug management techniques, drug policies, formulary design and cost containment strategies for Drug Utilization; analyzes drug data for employers to guide their decision making for plan design and benefits offerings; provides direct support to members and clients by providing efficient and customer-focused resolution of disputed claims.

This unique and challenging role will be located at our head office in Burnaby.

**Key Accountabilities Include:**

***Customer, Client and Member Service***

Liaises with PBC members and clients to offer support in the following areas:

- Understanding drug plans and drug eligibility according to contracts
- Explaining drug coverage as it relates to BC PharmaCare and other public payers
- Facilitating and expediting coverage of an eligible drug
- Review and resolve disputed claims and issues

Researches and analyzes to support the Pharmacy Services team in their recommendation of best practices to employers to guide their decision making for plan design and benefits offerings to their employees.

Maintains up to date knowledge of pharmaceutical and public payer policies through continuous learning initiatives.

Provides expertise to external stakeholders on pharmacy plan design.

***Organization Planning and Effectiveness***

Assists in researching and analyzing to help recommend best practices to PBC on all aspects of pharmacy services improving overall effectiveness and efficiency in order that PBC remain cost effective and competitive including:

- effective drug management techniques and formulary design
- cost containment strategies for Drug Utilization

Acts as a resource to internal departments at PBC on pharmacy services, by analyzing and explaining usage trends, industry news and trends, and the impact of legislative changes.

Assists in researching for comprehensive reviews of new drug products for consideration for managed formulary.

Consults with the audit department in setting policies and analyzing drug claims.

Analyzes and classifies drugs according to contracts.

Contributes to implementing internal process changes for drug plan management.

Facilitates the enhancement of processes of maintaining the EHC drug files.

#### **Required Experience**

- Minimum 3 years' community pharmacy experience or experience in a setting that requires a strong knowledge of pharmaceutical products

#### **Required Qualifications**

- Regulated Pharmacy Technician in BC (preferred)

#### **Required Competencies**

- Familiarity with provincial health legislation and policies
- Proficiency with MS Office, including intermediate level Word, Excel and PowerPoint.
- Demonstrated analytical and decision making skills
- Experience in direct customer service an asset

Minimal travel required throughout province of BC

Please apply via our website at: <http://www.pbchbs.com/Corp/company/careers/>

While we thank all applicants for their interest, only short listed candidates will be contacted.