

# UnitedHealth Group

## Full Job Description

Opportunities with Diplomat. Bring your passion to Diplomat and join a family of brands rooted in specialty pharmacy services since 1975. Diplomat Specialty Infusion Group delivers high-touch infusion treatments nationwide, and Diplomat Specialty Pharmacy serves patients who face complex and often rare conditions. We're now part of OptumRx and the UnitedHealth Group family of businesses, backed by the resources of a global health organization working to help people live healthier lives and to help make the health system work better for everyone. Our employees enjoy exceptional benefits, continuing education and award-winning wellness programs. Are you looking for a way to create next-level results with a human-level approach? Then look at opportunities with Diplomat, where changing the world is just one result of doing **your life's best work.(sm)**

Under the direction of a licensed Pharmacist, each Pharmacy Technician I is responsible for assisting in the operations of the home infusion therapy or alternate site pharmacy, which may include sterile compounding, dispensing, scheduling, purchasing, distribution, DME management, performance improvement, regulatory compliance, and other duties as assigned.

### Primary Responsibilities:

- Adheres to Organization's policies and procedures
- Customer Service:
  - Coordinates and facilitates new referrals as assigned
  - Reviews and verifies all new patient orders and documents appropriately in dispensing system
  - Communicates and collaborates with physicians, nurses, patients, families, and other team members to provide quality care for the patient
  - Maintains thorough and appropriate documentation in the patient record of all activities and communications with and regarding the patient
  - Coordinates patient care and performs patient follow-up within the appropriate timeframe as assigned
- Preparing & Filling Prescriptions:
  - Coordinates and participates in the dispensing of all medications, related supplies, and equipment in accordance with federal, state, and local laws
  - Tracks and confirms deliveries
  - Processes and picks all medications, supplies and equipment prior to dispensing from pharmacy
  - Demonstrates efficiency in using the dispensing system as appropriate
  - Maintains pharmacy records in accordance with applicable laws and regulations
- Maintaining Inventory:
  - Collaborates with the pharmacy team and Materials Manager on the procurement and analysis of medications, supplies, pumps, and factor products
  - Assesses inventory needs and collaborates with nursing and pharmacy teams
  - Understands rotation of inventory (First In, First out (FIFO); older inventory in front)
  - Assists with site inventory, maintenance, and other end of month activities
  - Collaborates with customer service teams regarding equipment, deliveries, and shipping
- Actively participates in the Performance Improvement Program
- Performs any other related tasks determined by the Pharmacist or Pharmacist-In-Charge or as determined by the State Board of Pharmacy

You'll be rewarded and recognized for your performance in an environment that will challenge you and give you clear direction on what it takes to succeed in your role as well as provide development for other roles you may be interested in.

**Required Qualifications:**

- High school diploma or the equivalent
- Valid license, registration and/or certification, in good standing, to practice as a Pharmacy Technician as required by the Board of Pharmacy in the state employed
- You will be provisioned with appropriate Personal Protective Equipment (PPE) and are required to perform this role with patients and members on site, as this is an essential function of this role
- Employees are required to screen for symptoms using the ProtectWell mobile app, Interactive Voice Response (i.e., entering your symptoms via phone system) or a similar UnitedHealth Group-approved symptom screener prior to entering the work site each day, in order to keep our work sites safe. Employees must comply with any state and local masking orders. In addition, when in a UnitedHealth Group building, employees are expected to wear a mask in areas where physical distancing cannot be attained.

**Preferred Qualification:**

- General knowledge of drug terminology, pharmaceutical calculations, drug use, and aseptic technique
- 1+ year previous sterile compounding experience

**Careers with Optum** . Here's the idea. We built an entire organization around one giant objective; make the health system work better for everyone. So when it comes to how we use the world's large accumulation of health-related information, or guide health and lifestyle choices or manage pharmacy benefits for millions, our first goal is to leap beyond the status quo and uncover new ways to serve. Optum, part of the UnitedHealth Group family of businesses, brings together some of the greatest minds and most advanced ideas on where health care has to go in order to reach its fullest potential. For you, that means working on high performance teams against sophisticated challenges that matter. Optum, incredible ideas in one incredible company and a singular opportunity to do **your life's best work.**(sm)

*Diversity creates a healthier atmosphere: All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.*

*Optum is a drug-free workplace. Candidates are required to pass a drug test before beginning employment. In addition, employees in certain positions are subject to random drug testing.*

Job Keywords: Diplomat Specialty Pharmacy, Pharmacy Technician, Pharmaceutical, Woburn, MA, Massachusetts