

Medication Access Specialist

About Elevate Health Technologies

Elevate Health Technologies is committed to making healthcare better for everyone. We collaborate with healthcare providers, patients, pharmaceutical manufacturers, and payors to deliver innovative technologies that truly make a difference. OnePulse Connect empowers healthcare practices by optimizing efficiency and streamlining care—whether through buy-and-bill management, inventory tracking, medically integrated dispensing, or in-office infusion services.

Position Overview

We are seeking a detail-oriented and compassionate Medication Access Specialist to join our team. This role is critical in helping patients navigate the complex landscape of medication affordability and access. The ideal candidate will have extensive experience with patient assistance programs, copay cards, bridge programs, and other financial assistance resources to ensure patients can obtain their prescribed medications without financial hardship.

Key Responsibilities

Patient Assistance & Financial Support

- Evaluate patient eligibility for various financial assistance programs including manufacturer Patient Assistance Programs (PAPs), copay card programs, bridge/free trial programs, and foundation assistance
- Complete and submit applications for patient assistance programs on behalf of patients, ensuring accuracy and timely processing

- Serve as the primary liaison between patients, healthcare providers, pharmaceutical manufacturers, and insurance companies to resolve medication access issues
- Maintain up-to-date knowledge of available assistance programs across multiple therapeutic areas and manufacturers

Insurance Navigation

- Investigate and resolve insurance-related barriers to medication access
- Communicate coverage determinations and alternative options to patients and providers

Patient Support & Education

- Provide compassionate guidance to patients facing financial barriers to medication access
- Explain program eligibility requirements, application processes, and expected timelines to patients and caregivers
- Educate patients on medication costs, insurance benefits, and available financial resources
- Follow up with patients throughout the assistance application process to ensure successful outcomes
- Contact patients for refills and follow-ups, confirming adherence, changes in insurance, and ongoing need for financial support

Documentation & Compliance

- Maintain accurate and detailed documentation of all patient interactions, applications, and outcomes in accordance with HIPAA regulations
- Perform accurate data entry for prescriptions and patient assistance applications in pharmacy and EMR systems

- Maintain organized records of patient communications, authorizations, and documentation in compliance with HIPAA and internal protocols
- Track program enrollment status, renewal dates, and program changes
- Ensure compliance with all applicable federal and state regulations, including adherence to Anti-Kickback Statute and other healthcare fraud and abuse laws
- Generate reports on program utilization, approval rates, and patient outcomes

Collaboration & Problem-Solving

- Work collaboratively with clinical staff, pharmacy teams, and case managers to identify and resolve access barriers
- Process prescription claims and medication orders under pharmacist supervision, ensuring accuracy and timely dispensing
- Assist with medication coordination and logistics, including shipping, inventory updates, and collaboration with specialty distributors
- Research and identify alternative medication access solutions when primary options are unavailable
- Stay informed about changes to insurance formularies, program guidelines, and industry regulations
- Participate in team meetings and contribute to process improvement initiatives

Required Qualifications

- High school diploma or equivalent required; Associate's or Bachelor's degree preferred
- Minimum 2-3 years of experience working with medication access, patient assistance programs, copay cards, and bridge programs
- Demonstrated knowledge of PAP applications, copay card enrollment processes, and foundation assistance programs

- Strong understanding of insurance verification, prior authorization processes, and appeals
- Proficiency with electronic health records (EHR) and patient assistance program portals
- Fluency in English and Spanish (spoken and written) required
- Excellent verbal and written communication skills
- Strong attention to detail and organizational abilities
- Ability to handle sensitive patient information with discretion and maintain strict confidentiality

Preferred Qualifications

- Experience in specialty pharmacy, pharmaceutical industry, or healthcare hub services
- Knowledge of pharmacy benefits and medication reimbursement
- Familiarity with multiple therapeutic areas and specialty medications

Key Competencies

- Patient advocacy and empathy
- Problem-solving and critical thinking
- Time management and ability to handle multiple cases simultaneously
- Persistence and resourcefulness in overcoming access barriers
- Cultural sensitivity and ability to work with diverse patient populations
- Adaptability to changing regulations and program requirements
- Team collaboration and interpersonal skills

Work Environment

This is a remote position. The role requires extensive phone and computer work, with frequent communication with patients, healthcare providers, and external organizations.

Compensation & Benefits

Competitive salary commensurate with experience, comprehensive benefits package including health insurance, retirement plan, paid time off, and professional development opportunities.