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| **Communications Team**  **Specialty Pharmacy Subcommittee**  **Support Reference Table** | | | |
|  | | | |
| **Subcommittee** | **Chairperson/Process Owner** | **Consultant** | **Meeting (CST)** |
| **Pharmacy Front End** | | | |
| Benefits Verification | **C:** Andrew Miller  **PO:** Franco Fernandez-Rocha, Melissa Mendez, Jennifer Guerrini, Maureen Nee, Ronald Medina, Heather Jackson, Christopher Gray, Allyson King, Colleen Reiling, Talishia Dightmon, Margaret Sharapan, Dean Stopka, Trista Beyda, Corynn Marshall | Melissa Curtis | Ad Hoc |
| Front End Technician | **C:** Glen Howell  **PO:**   * James Gavlik and Rachel Daleccio (Rx Entry and NDC Changes) * Rachel Montesano (Prescriber Engagement) * Chelsey Dirks, Jack Habashy (Clarification) * Greg Harrington (COE) * Devin Winn (Tech Inbound) * Zoheb Mohammed (Tech FEP) * Elliot Nussbaum (SPAR, Backend, and Fulfillment) | Keri Pipkin | Rx Entry and NDC Changes Monday  2:00 p.m. Bi-weekly |
| Front End Pharmacist | **C:** Glen Howell  **PO:**  Pekkei Wong, Isobel Steenkamp, Jennifer Krasnicki, Lili Papia  **SMEs:** Lyna Dao and TJ Hoskins | Keri Pipkin | Ad Hock |
| Specialty Front End Pharmacy – Customer Service (BoB PSR) | **C:** Glen Howell  **PO:**   * Lorena Terry (Off Phones) * Alexa Soza (Inbound Premier) * Questions regarding Front End Customer Service (PSR) work instructions can be submitted directly to: * [PSRWICommittee@CVSHealth.com](mailto:PSRWICommittee@CVSHealth.com) | Keri Pipkin | 3rd Friday (of the month 1:00pm – 1:30pm |
| Customer Service/Intake (CSR) | **C:**  Glen Howell  **PO:**   * Lorena Terry (Off Phones) * Alexa Soza (Inbound Premier) * Questions regarding Customer Service/Intake (CSR)work instructions can be submitted directly to: * [PSRWICommittee@CVSHealth.com](mailto:PSRWICommittee@CVSHealth.com) | Keri Pipkin | 3rd Friday (of the month 1:00pm – 1:30pm |
| Fax Triage | **C:** Glen Howell   * Lorena Terry (Off Phones) * Alexa Soza (Inbound Premier) * Questions regarding Fax Triage work instructions can be submitted directly to: * [PSRWICommittee@CVSHealth.com](mailto:PSRWICommittee@CVSHealth.com) | Keri Pipkin | 3rd Friday (of the month 1:00pm – 1:30pm |
| Data Entry/Enrollment | **C:** Glen Howell   * Lorena Terry (Off Phones) * Alexa Soza (Inbound Premier) * Questions regarding Data Entry/Enrollment work instructions can be submitted directly to: * [PSRWICommittee@CVSHealth.com](mailto:PSRWICommittee@CVSHealth.com) | Keri Pipkin | 3rd Friday (of the month 1:00pm – 1:30pm |
| Specialty Front End Pharmacy – Customer Service (FEP PSR) | **C:** Glen Howell  **PO:** Jennifer Kastens  **SMEs:** Tashia Tooks & Kailyn Archibald | Keri Pipkin | Ad Hoc |
| Specialty Connect | Karen Kozak/Kate Gavin | Bridgette Mentesana | Ad Hoc |
| **Front End Dedicated Therapy** | | | |
| Auto-Immune | Alice Chung | Christine Saggese | Ad Hoc |
| Hepatitis C  Multiple Sclerosis  Neurological Disorders | Craig Hinden | Christine Saggese | Ad Hoc |
| HIV | Gregg Carmen | Christine Saggese | Ad Hoc |
| Transplant | Gregg Carmen | Christine Saggese | Ad Hoc |
| Hemophilia | Alice Chung | Christine Saggese | Ad Hoc |
| Oncology | Michelle Bradshaw | Christine Saggese | Ad Hoc |
| Infused Therapies | Maria Klecha | Christine Saggese | Ad Hoc |
| Pulmonary Arterial Hypertension (PAH) | Maria Klecha | Christine Saggese | Ad Hoc |
| Women’s Health/Growth Hormones/RSV/Pediatrics | * Women’s Health: Ashley Cardosi (Czonstkowsky) * Growth Hormone: Gregg Carmen * RSV/Pediatrics: Alice Chung | Christine Saggese | Ad Hoc |
| Other | Assigned Therapy Director | Christine Saggese | Ad Hoc |
| **Pharmacy Back End** | | | |
| Back End Pharmacy:   * Technician * Pharmacist * Inventory * Packing/Shipping | **C:** Nicola (Nick) Salvo (Technician, Pharmacist, Packing/Shipping)  **C:** Barry Cesanek (Inventory) | Kim Curler | Bi-weekly  Tuesday, 12:00-1:00 EST  Leads only representing Tech, Rph, Packing/Shipping. |
| Fulfillment (Monroeville) | Glenn Foreman | Kim Curler | Ad Hoc |
| **Miscellaneous** | | | |
| CarelonRx Specialty | Jennifer Kastens | Christine Saggese | Ad Hoc |
| Specialty Digital | **C:** Vimal Srivatsan  **PO:** Jeff Scripp | Christine Saggese | Ad Hoc |
| Specialty Quality | Yagnesh (Yash) Patel, Srividya (Vidya) Sankaranarayanan | Christine Saggese | Ad Hoc |
| Specialty Resource Planning | Kathleen Murray | Kim Curler | Ad Hoc |

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