# **Specialty PSR (Pharmacy Services Representative) Job Opening!**

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Specialty has an **immediate** need to onboard (**210**) Pharmacy Service Representatives. This creates a unique opportunity for our team and would provide opportunities for continued growth in your career with CVS Health. This opportunity also affords you the ability to learn new skills, and provides additional advancement opportunities outside of the business unit you are currently in.

**If you are interested after reviewing the Job Description & the FAQ below, click** [**here**](https://forms.office.com/r/Ds9yMZAbKd) **to submit your interest or visit** [**https://forms.office.com/r/Ds9yMZAbKd**](https://forms.office.com/r/Ds9yMZAbKd)**.**

## **CVS Specialty Pharmacy Services Representative (PSR) Job Description**

**Job Purpose and Summary:**

This customer service position interacts directly with customers to answer questions, solve problems, provide education, and maintains our company’s reputation for high-quality service. It requires independent and self-directed performance. The primary function is to effectively handle incoming or outgoing phone calls to patients, clients, and other customers while proactively gaining patient and order information. This position requires a working knowledge of insurance, health care, reimbursement-related requirements for dispensing, processing of new referrals, and providing customer education, and routine assessment and problem identification with appropriate escalation to a pharmacist.

**Primary Job Duties & Responsibilities:**

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| **#** | **Duties and Responsibilities** | **Percentage of Time** |
| **1** | Inbound or outbound phone calls to patients regarding complex Specialty medication orders | 40% |
| **2** | Coordinates and processes requests for new and refill order shipments. | 15% |
| **3** | Verifies eligibility, prior authorization, and other reimbursement requirements prior to shipment. | 15% |
| **4** | Assists in enrolling and tracking new customer referrals. | 10% |
| **5** | Provides explanation of CVS/Specialty services to new customers | 10% |
| **6** | Transfers/escalates clinical questions and issues to the staff pharmacist for resolution. | 10% |
| **7** | **PSR II – PSR I** job duties: Assists with administrative and operations duties as required including training and mentoring others, reports, project work, etc. | 50% |
| **8** | **PSR II – PSR I** and II job duties: Seek guidance and resolve issues. Works independently to resolve complex issues and displays willingness to step out and assist as necessary in order to achieve objective. | 25% |
| **9** | **PSR II – PSR III**: Seek guidance and resolve issues. Works independently to resolve complex issues and displays willingness to step out and assist as necessary in order to achieve objective. Takes escalated calls in order to assist positively in resolution. Willingness to enforce Branch Policies and Procedures as necessary within work team. | 25% |
| **10** | **PSR III**: Resolves complex issues and escalations | 50% |
| **11** | **PSR III**: Enrolls new referrals and performs benefits investigation as needed and activates new referrals. | 25% |
| **12** | **PSR III**: Serves as back-up for supervisor and day-to-day resource to others. | 15% |
| **13** | **PSR III**: Trains and mentors PSR’s. Recognized as subject matter expert on the team and acts as a resource to others. | 10% |
| **14** | All other duties as assigned. |  |

**Knowledge, Skills, & Abilities:**

Qualified candidates will be comfortable in a multi-tasking, high-energy environment. Creative problem solvers with a passion for excellent customer service.

* Customer service orientation and ability to adapt/respond professionally
* High volume phone contact handling and verbal communication skills including active listening
* Ability to capture necessary information from the patient discussion while multi-tasking and toggling between numerous computer applications
* Ability to multi-task, prioritize and manage time effectively
* Problem solving skills, conflict resolution, and ability to think under pressure
* Use of empathy and patience when dealing with confused or irate customer
* Attention to detail

Our diverse work experience empowers colleagues for career success. In addition to skill and experience, we attract and retain colleagues whose beliefs and behaviors are in alignment with our core values of collaboration, innovation, caring, integrity and accountability.

**Need to Know & Commonly Asked Questions:**

* **Time to Submit Interest:** **Between now and June 25th**
* **Next Steps to Take:** Once you submit your interest via the forms link you will receive next steps via email or from your direct leader.
* **Who is eligible to be considered:** Colleagues in good standing and residing in the following states: AZ, CA, FL, IL, KS, MA, MO, NC, NJ, NV, PA, TN, TX. **\***Colleagues in **AZ** and **IL** must have an active pharmacy technician license.
* **Good Standing is defined as**: Colleagues must not be on active corrective action in the past 6 months and have a rating of an SP or greater for their 2024 YE review. They must be trending towards SP or greater for 2025 performance.

Q1.**What is Specialty Operations and what do they do?**

1. CVS Specialty Pharmacy is a service that helps patients with complex conditions manage their medications. CVS Specialty also offers one-on-one support from specially trained nurses and pharmacists, easy online refills, and access to specialty medications. CVS Specialty Pharmacy aims to provide comprehensive care to patients, ensuring they receive the necessary support for their treatment.

Q2. **Is this a Call Center role like I have today in CMO?**

1. This role is similar in nature to your current role. However, the role is not only dedicated to phone work. You would be a dedicated Pharmacy Representative. Meaning you would conduct inbound/outbound calls in addition to administrative and offline work. You may review the PSR job description in full as an attachment to this email.

Q3.  **How long will we be providing support to Specialty?**

1. This is a transfer to a new role. This transfer to Specialty would be considered permanent, meaning colleagues moving to this group will be supporting Specialty going forward with the opportunity to promote within that business unit or continue your career progression with other position openings within CVS Health.

Q4.  **Will my hire date change?**

1. No, Specialty is part of CVS Health, so there is no change to your hire date, tenure or benefits.

Q5.  **Will additional training be provided for colleagues who are transitioning?**

1. Yes, because Specialty uses different systems and has alternate processes, transitioning colleagues will receive additional training.  The hours for training may vary but are based on time zone. This would be a daytime schedule during the training window. The training window will be M-F, lasting 4 weeks.

Q6. **Will schedules be changing?**

1. Your current schedule will be honored. Specialty’s normal operating hours are 7:30am-8:30pm CST M-F except for a few key clients that require evening and weekend hours. If your current schedule falls outside of this range then a schedule change may be required, which could be a benefit to some colleagues as a result of the recent CMO shift alignment.

Q7.  **Will my pay change?**

1. No change to pay. This would be considered a lateral move. Both roles are a 105 level. If a colleague at a 106 level or above is interested in this opportunity, then a pay discussion should take place with leadership and HR after interest is submitted.

Q8.  **I have myTime/FHOL pre-scheduled in the future, can I still take my time off?**

1. CMO will capture any PTO or FHOL that is approved in NICE at the time you apply and that will be honored by our Specialty partners. In addition, your myTime and FHOL balances and accrual rate will remain the same.

Q9.  **Will I report to a new supervisor?**

1. Yes.  Additional information will be provided as you move forward with training.

Q10.  **When will the transition of colleagues start?**

1. Training classes begin as early as mid-July. You may transition as early as Mid-July. More information will be shared with you regarding exact transition dates after you submit your interest.

Q11.  **Will I need additional access and equipment to support Specialty?**

1. Yes, you will need additional access to Specialty operating systems. You will be fully trained in any new systems you may need. You will also receive new equipment. You will receive information on how to return current equipment.

Q12.  **Will this transition impact my ability to work from home?**

1. No, Specialty currently supports Work from Home colleagues.

Q13. **I am an EPA bonus eligible colleague. Will my bonus eligibility change?**

1. Bonus eligibility will remain the same. Specialty is also on the EPA bonus program for this role.

Q14. **What if I am not interested in moving to the Specialty role?**

1. Colleagues should evaluate their current and long-term career path and determine if a move makes sense; however, Specialty is a critical business unit and it is imperative to ensure they remain staffed at appropriate levels to support our members’ needs. In addition, we mentioned above that CMO is currently overstaffed, therefore, intra-business unit moves are necessary to ensure both teams are successful.

Q15. **Could I be drafted if we are not successful in filling all 210 positions?**

1. Yes, our goal is to fill all 210 positions within Specialty using the overstaffing within CMO.  If we are not successful, this may lead to an assignment change to ensure our members continue to receive exceptional service.

Q16. **Currently in the bilingual department, and we have a Shift Premium, would I lose that if transferring to this role?**

1. If the colleague is bilingual, they would be eligible for the specialty bilingual Shift Premium.

Q17. **Does Specialty have a Shift Premium?**

1. Specialty does have a Shift Premium. It varies by location, schedule, and LOB. Specialty will provide more information on the shift differential once colleague transitions over.

Q18. **My 2024-year end rating was “Too New to Rate” am I eligible to submit my interest?**

1. Yes, as long as 2025 performance is trending towards Successful or greater.

Q19. **What are the PSR Performance Metrics?**

1. Performance goals are clearly defined. PSRs have access to their own performance. Colleagues meet with their leaders 3xs per month. 1:1 plus two pulse checks per month. A key driver is Quality and NPS. They will learn more about metrics once they transition.

Q20. **Can I move from 30 to 40 hours when I move?**

1. Yes, you can

Q21. **What is the salary range for a job level 105?**

1. The range varies by geographic zone and is visible to you in your Workday profile in the compensation section of your profile.

Q22. **If I currently work 29 hours or less, I am considered Part-time. Am I eligible to submit my interest?**

1. No, these openings are full-time only.

Q23. **Can a colleague go from part-time to full-time with this move?**

1. This opportunity is for full time only. So, yes colleagues would transition to a full-time schedule if transitioning to Specialty.

Q24. **If I am currently on a path for A2E progression how will that be impacted if I move to Specialty?**

1. Specialty has their own progression program where PSRs move to different tiers. It is a similar program to A2E but comes with different guidelines and metric requirements. Colleagues will be educated more on the program once they transition.

Q25. **Will Training be virtual?**

1. Yes, training will be virtual.

Q26. **What will my job title/level be when I move from CMO to Specialty?**

1. All colleagues transferring from CMO to Specialty will start as a PSR I

**[***Introduction Video to CVS/Specialty Pharmacy Mail Solutions***](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6dbc3c3c-5d92-48ce-aeb3-d3babf60ad93)

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