



**CRUMDALE**  
— PARTNERS —

**Pharmacy Care Coordinator**

**Location:** Paoli, PA (On-Site Preferred), Remote

**Employment:** Full-time

**Who We Are:**

Crumdale Partners is a diversified insurance firm providing custom solutions to businesses nationwide. We leverage industry expertise, superior talent, and a disruptive mindset to provide agile, transparent, and cost-saving solutions to optimize self-funded health plans. Founded in 2014, we are the fastest-growing purveyor of integrated insurance solutions, with deep-rooted experience in program management, TPA administration, PBM consulting, stop loss coverage, compliance, risk management, underwriting, and analytics.

At Crumdale, people come first. Our clients, colleagues, trading partners, and communities are our strength. Our company culture is rooted in alignment, innovation, and integrity. We are proud to be named to Inc. Magazine's Best Places to Work in multiple years.

**Position Summary:**

**The Pharmacy Care Coordinator** will oversee ongoing specialty sourcing solutions to support patients/employees/groups. This position will help members access medications through multiple programs (specialty pharmacies, manufacturer assistance programs, grants, foundations, etc.). The Pharmacy Care Coordinator will handhold the members throughout the process and will contact pharmacies, PBMs, health care providers, and/or financial assistance programs on the members' behalf to gather information.

**About the Job:**

- Responsible for managing ongoing sourcing solutions
- Serve as an advocate for patients to ensure continued access to medication
- Act as members main point of contact for all patient assistance programs
- Ensure appropriate and effective communication between patients, pharmacists, employers, PBMs, and health care providers
- Thorough documentation of all interactions and progress through programs
- Researching various financial assistance programs
- Assisting in obtaining prior authorizations for specialty medications
- Billing third party insurance on behalf of patients
- Researching various financial assistance programs
- Other related tasks and duties as may be assigned

**Qualifications & Skills:**

- Pharmacy Technician Certification or willingness to obtain in the next 3 months
- Bachelor's degree or equivalent experience is a plus
- 2+ years of patient advocacy experience
- Previous patient assistance program experience is preferred



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- Patient service oriented
- Effectively build trust and establish meaningful relationships with patients
- Knowledge of the PBM industry and drug adjudication
- Understanding of medical and health insurance terminology
- Attentive to detail and strong clinical documentation skills
- Solid understanding of health and welfare benefits
- Well spoken
- Proficient in Excel and Outlook
- Want to go the extra mile to help others/clients
- Ability to self-start and work independently
- Ability to work within a collaborative team
- Ability to prioritize effectively and to work efficiently
- Reputation of ethical and professional character
- Critical thinking and solution seeking
- Effective and efficient communicator
- Bilingual is a plus but is not necessary

**Benefits:**

- Medical insurance
- Dental insurance
- 401(k)
- Flexible PTO