

Paula Manns

Healthcare/Pharmacy Analyst

Detail oriented MBA graduate with thirteen years of experience in the healthcare industry, currently seeking employment as a Healthcare/Pharmacy Analyst in Cleveland Area.

WORK EXPERIENCE

Pharmacy Purchasing Agent

University Hospital Ahuja Medical Center - Beachwood, OH - July 2016 to Present

- Coordinates all activities relating to procurement of medicines in the pharmacy including storage, inventory and quality management of all pharmacy supplies.
- Creates purchase orders for the required medication and supplies for the pharmacy and ensures orders are in par with the budgetary allocation.
- Developed relationships with suppliers and distributors of medicines, and negotiates for suitable prices.
- Receive reports and complaints on efficiency of drugs, drug recalls and drafts reports to appropriate authorities where certain drugs pose a threat to public health.
- Manages Pharmacy budget, allocation of resources and tracking and resolving payments to pharmacy vendors in a timely manner.

Claims Processor

Gateway Health Plan (Gentech) - Pittsburgh, PA - October 2015 to June 2016

- Adjudicate Medicare and Medicaid medical claims
- Verify insurance coverage and coordination of benefits
- Create and maintain written correspondence with healthcare providers
- Analyze and rebill adjusted medical claims

Compounding Pharmacy Technician

Pharmblue - Warrendale, PA - 2013 to 2015

- Verified insurance and updated patient clinical records
- Resolved complex business tribulations such as third party insurance rejections, workflow and case management and clinical/medication errors
- Developed and implemented customer care initiatives focused on improving customer and clinical services
- Managed medical/patient records (data entry) for 49 HIV clinics; counseled patients on medication interactions and insurance procedures
- Interpreted, analyzed and transcribed prescription and insurance information
- Managed three pharmaceutical wholesale suppliers; ordered medication and balanced and made inventory adjustments
- Created and maintained inventory reports and performed inventory management

Senior Pharmacy Technician

United Health Group - Pittsburgh, PA - 2011 to 2013

- Processed 50 Medicaid medical and pharmacy claims and prior authorizations via phone/ fax on a daily basis
- Gathered information regarding insurance rejections
- Interpreted, analyzed and transcribed clinical information for prior authorization review

- Assisted Pharmacists with claim adjudications
- Resolved insurance issues such as refill too soon, prior authorizations, vacation over rides and coordination of benefits

Pharmacy Technician

Medicine Shoppe - Pittsburgh, PA - August 2008 to May 2010

- Prepared, delivered, and verified 75 medi-set boxes with nursing staff at nursing facility
- Assisted Pharmacists with data entry and assisted consumers with pharmaceutical needs
- Verified insurance and resolved insurance issues

Pharmacy Technician

Allegheny General Hospital - Pittsburgh, PA - December 2005 to July 2007

- Stored and prepared (compounding) chemotherapy therapeutics and intravenous solutions while following USP<797> guidelines and procedures
- Maintained proper documentation of non-sterile and sterile compounding batching records
- Ordered drugs/drug products, supply items, solutions/equipment from pharmaceutical vendors for Cancer Center Satellite Pharmacy

Pharmacy Technician

CVS Pharmacy - Pittsburgh, PA - August 2003 to January 2006

- Assisted in placing received items into stock
- Developed appropriate inventory/order point levels as the basis for ordering high cost drugs
- Ensured all backorders or delayed orders are secured in a timely manner as required and all items for return were properly processed
- Confirmed all order/receipt records were accurate and maintained appropriate identification of all items in inventory
- Accurately documented receipt of all ordered items
- Counseled patients on medication interactions and insurance procedures

EDUCATION

Master of Business Administration in Healthcare Management

Carlow University - Pittsburgh, PA
2014

Bachelors in Health Science

Carlow University - Pittsburgh, PA
2010

CERTIFICATIONS/LICENSES

Nationally Certified Pharmacy Technician

2015 to November 2017

ADDITIONAL INFORMATION

SKILLS

RX Claims, Pyxis, Omnicell, Liveops, Sunrise, PAS, Frameworks, Docutrack, OnBase, SQL, SharePoint, ICIS, MS Word, MS Project, MExcel, SSPS, PowerPoint, and MSAccess