

Case Process Representative

Position Summary:

Mirixa is looking for a Case Process Representative to join our case management team. This key contributor will assist in managing the routing of patient cases for Mirixa-sponsored programs and deliver operational information that drives performance improvement in a way that helps Mirixa reach its yearly targets.

Education: Bachelor's degree required

Experience: A minimum of 3 years' experience

Responsibilities:

- Understand and adhere to all patient case routing and compliance rules for Mirixa-sponsored programs
- Manually route unassigned and expired patient cases to medication counseling center pharmacists or to other providers based on business rules
- Track and manually close patient cases where applicable and as directed by program operations
- Balance the volume of unassigned and expired patient cases with pharmacy network needs and medication counseling center capacities and performance in order to meet program contract and budget targets
- Develop and deliver program performance reporting to all medication counseling centers to help drive performance improvement
- Communicate to and deliver case inventory statuses to applicable Mirixa business owners
- Handle miscellaneous medication counseling centers and operational requests
- Other duties as assigned

Skills:

- Strong verbal and written communication skills
- Strong organizational skills
- Ability to work in a fast paced, team-oriented environment
- Excellent customer service and relationship skills
- High energy, people oriented
- Basic understanding of web technology
- Ability to self-motivate and multitask
- Proficient Microsoft Office user

Mirixa is an equal opportunity employer. Applicants should be cleared to work in the U.S. Relocation assistance is not available at this time.