



Pharmacy Manager – Blue Cross and Blue Shield of Kansas City

The Pharmacy Manager provides oversight and strategic direction to the organizations managed pharmacy program and network, which includes physician profiling, academic detailing, drug information, network pharmacy communications and network case management.

- Oversees and supports day-to-day operational activities including prior authorization reviews.
- Ensures department and corporate goals are met by developing, implementing and monitoring procedures and forecasting needs and allocating resources appropriately. Provides regular reports regarding the performance of the department.
- Develops and supports policies, procedures, strategies and work methods to achieve business goals including department compliance with all regulatory requirements to include state requirements and accrediting organizations requirements such as NCQA.
- Supervises drug formulary design and development, implementation and risk management in a manner that will improve quality, control utilization and contain costs & trends.
- Supervises & coordinates the review of the Pharmacy medical policies and assist with the management of the Medical and Pharmacy Management Committee.
- Manages handling of a wide variety of clinical, administrative, financial and regulatory issues involved in the management of pharmacy costs and utilization.
- Participates in cross-functional committees, task forces, and work groups.
- Demonstrates customer focus by consistently promoting customer satisfaction for both internal and external customers by resolving their issues, addressing concerns and providing excellent service.
- Displays leadership attributes while creating and maintaining a work environment that encourages employee trust; clear understanding of goals and objectives; and recognizes achievements. Performs all activities related to the performance evaluation process (monitor performance; coach and motivate employees; evaluate performance, etc.).
- Supervises resources with the budget provided. May provide input to department management in the development of the budget and analyze monthly budget variances.
- Supports marketing with client reporting, including performing trend and market analyses as well as assisting in presentations as needed.
- Supports managing the contract with the external Pharmacy Benefit Manager, serving as primary contact.
- Provides for effective resolution to service inquiries
- Performs other duties as assigned.

Minimum Requirements:

- Bachelor's degree in Pharmacy or equivalent
- Seven (7) years of Pharmaceutical experience displaying broad industry knowledge
- Five (5) years of experience in a management, supervisory or leadership role; or any combination of education and experience providing the types and levels of knowledge, skills, and abilities required by the job
- Five (5) years of managed care experience, including industry insight with various cost containment and utilization management initiatives
- Two (2) years clinical pharmacy experience



- Five (5) years' experience in trend and market analysis including presentation to key stake holders
- Licensed Pharmacist in Missouri

Preferred Requirements:

- Pharm. D. preferred
- Ten (10) years of broad Pharmaceutical experience displaying broad industry knowledge
- Seven (7) years of managed care experience, including cost containment initiatives and utilization management



Blue Cross and Blue Shield of Kansas City is an independent licensee of the Blue Cross and Blue Shield Association.