

## **Crusader Community Health Job Description**

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**Job Title: 340B Program Manager**

**Job Status: Exempt**

**Job Grade: 25**

**Manager Title: Vice President of Decision Support & Risk Management**

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### **POSITION SUMMARY:**

The 340B Program Manager acts as a subject matter expert and provides oversight over the 340B program. Participates in the policy and procedure development, rules/guidance surveillance, registration/recertification, internal and external audits, contract management, 340B operations, reporting, purchasing/inventory oversight, reporting, and third-party administrator software maintenance.

### **ESSENTIAL FUNCTIONS:**

1. Policies & Procedures
  - a. Ensures that policies and procedures are developed, implemented, and maintained according to organizational, state, and federal laws and regulations.
  - b. Remains current on laws/regulations and changes in rules, regulations, and guidelines to 340B requirements.
  
2. Compliance
  - a. Continually monitors and assesses 340B guidance and/or rule changes, including but not limited to HRSA/OPA and Medicaid. Keeps abreast of trends and issues affecting the 340B program.
  - b. Ensures compliance with all aspects of the 340B program and implements all applicable aspects of HRSA's Office of Pharmacy Affairs guidance, as well as organizational policies and procedures.
  
3. Registration/Recertification
  - a. Ensures that the annual HRSA recertification is completed within the allowable time frame, all sites are registered accurately on the HRSA 340B OPAIS, and appropriately registers any new sites within the allowable time frame.
  - b. Ensures that all contract pharmacies are registered accurately.
  
4. Auditing
  - a. Develops, executes, and documents self-audits of the 340B process to evaluate covered entity compliance at the contract pharmacy, covered entity, and wholesaler levels. Documents results, coordinates follow-up and remediation of any findings.

- b. Reviews and monitors all points of service where 340B participation occurs to ensure policy and procedure compliance, covered entity eligibility, and covered patient eligibility.
  - c. Responsible for managing and troubleshooting pharmacy billing issues and ensuring that adequate systems checks are reviewed to prevent billing issues.
  - d. Monitors utilization records and 340B purchasing accounts to ensure that software or tools are working properly and accurately, performing audits or compliance assessments internally as needed; coordinates external compliance assessments with outside firms, when appropriate, to validate internal processes.
  - e. Performs 340B purchasing and utilization audits or compliance assessments internally, as needed.
  - f. Maintains a current state of audit readiness. Ensures appropriate documentation and audit trail exists.
5. 340B Contract Management
- a. Maintains all 340B contracts. In conjunction with executive leadership, reviews and negotiates any new 340B contracts.
  - b. Manages relationships, billing services, and compliance with contracted 340B pharmacies.
  - c. Evaluates all current and future contract pharmacy opportunities, including contract language, fee structure, data setup, and internal and independent external auditing.
6. 340B Operations
- a. Assesses opportunities for cost savings and business and system improvements in the 340B program, contract pharmacy utilization, and compliance.
  - b. Analyzes utilization of the program and existing software to identify ways to compliantly use the 340B program to its fullest extent to meet the needs of underserved patients.
  - c. Participates in projects and special initiatives related to 340B, compliance auditing, vendor selection and medication management.
  - d. Develops, monitors, and presents reports on the 340B program that document utilization, savings, problem areas, exceptions, and/or discrepancies to executive and clinical leadership.
7. Reporting
- a. Routinely monitors monthly and annual reports on 340B participation that documents utilization, savings, problem areas, and exceptions/discrepancies to be passed on to executive and pharmacy leadership.
  - b. Utilizes and maintains a working knowledge of computerized systems, programs, and technologies utilized in the 340B program operations in collaboration with Information Systems.
  - c. Ensures that reporting meets organizational, state, and federal requirements.

8. Purchasing/Inventory Oversight
  - a. Monitors purchasing records; clearly documents utilization, savings, problem areas, and exceptions/discrepancies. Relays results to executive and pharmacy leadership.
  - b. Ensures compliance with regulations related to 340B purchasing. Routinely monitors utilization records and 340B purchasing accounts to ensure that software or tools are working properly.
  
9. Third-Party Administrator Software Maintenance
  - a. Maintains 340B TPA software integrity and reviews reports to identify areas for improvement.
  - b. Assists in implementing new software packages and other changes in business practice based on changing regulations and policies.
  - c. Is responsible for maintenance and testing of tracking software.
  - d. Works with pharmacies and informatics teams to ensure that the organization's clinical information system is coordinated and integrated into the work with the 340B program. This includes the electronic interfaces between the EMR and the virtual accumulator and any interfaces between the organization and contract pharmacy providers and/or administrators.
  
10. Other Duties
  - a. Other projects as assigned to support the Risk Management & Compliance program

**QUALIFICATIONS:**

**Education:**

- Bachelor's Degree or 3-5 years of equivalent experience in business, finance, accounting, pharmacy, or health related field

**Experience:**

- Strong experience in ambulatory care, hospital, public health, pharmacy operations, or auditing
- Strong data/analytics background. Intermediate knowledge of Excel, database, and/or report writing programs
- Project management experience
- Knowledge of auditing and reconciliation processes
- Electronic Medical Record (EMR) experience preferred

**Knowledge:**

- Federally Qualified Health Center (FQHC) operations
- 340B program requirements

**Technical Knowledge:**

- Microsoft office software, specifically Word, Excel, Outlook, PowerPoint, OneNote
- System Interfaces
- Personal Computer

**Ability to:**

- Support the organizational mission, goals, priorities, and values
- Follow Crusader policies and guidelines
- Lead and participate in a team-based environment
- Look for ways to improve and promote quality; demonstrate accuracy and thoroughness
- Lead and adapt to change and adjust approach to best fit the circumstances
- Collaborate with outside organizations
- Effectively present information to the Board of Directors, managers, employees, and others
- Develop and maintain appropriate professional relationships with legal counsel, consultants, and others
- Manage multiple tasks simultaneously
- Communicate effectively both verbally and written
- Maintain professionalism in stressful situations and manage difficult situations
- Manage time effectively, follow through on commitments, and set priorities
- Implement change initiatives
- Use independent professional judgment and work with minimum supervision
- Travel between locations with minimal notice and/or travel to local or out of state seminars
- Write reports and routine business correspondence
- Maintain the confidentiality and records of patient and employee data
- Maintain confidentiality of organizational strategic initiatives you may be exposed to
- Demonstrate professionalism by approaching others in a tactful manner
- Accept responsibility for your own actions

## Physical Requirement Form

**Job Title: 340B Program Manager**

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting	x			
Standing		x		
Walking		x		
Climbing				x
Bending			x	
Pushing / Pulling			x	
Carry / Lift			x	
1-15lbs				
15-30lbs				x
30-50lbs				x
Fine hand / Eye Coordination	x			
Exposure to Blood and Body Fluids				x
Exposure to Extreme Heat, Cold, Temp Fluctuations				x
Exposure to Hazardous Chemicals				x
Concentration on Detail	x			
Oral Communication	x			
Written Communication	x			

**Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.**

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

**The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**