

Job Class Profile: Prescription Drug Program Auditor**Pay Level: CG-34 Point Band: 742-765**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	5	2	4	4	4	4	2	2	
Points	280	83	13	19	120	87	83	43	21	749

JOB SUMMARY

The Prescription Drug Program Auditor performs specialized audit work in auditing claims submitted and paid by the Newfoundland and Labrador Prescription Drug Program (NLPDP) and the utilization levels of program beneficiaries.

Key and Periodic Activities

- Performs on-site audits at a pharmacy or dispensing physician's office including retrieving source documentation, conducting interviews with beneficiaries, pharmacy staff and/or physicians.
- Conducts desk audits by requesting source documentation that is to be provided by the pharmacy.
- Assists and participates in the development and testing of an automated information system.
- Takes appropriate claims intervention action to address incorrect billing activities by pharmacies and monitors to ensure the corrective action has been taken.
- Conducts beneficiary utilization audits to identify beneficiaries who are potentially inappropriately utilizing the services of multiple pharmacies.
- Conducts audits on third party vendors who process and pay claims to providers.
- Provides information for the investigation of potential fraudulent behaviors.
- Investigates and follows up on potentially inappropriate prescribing by physicians.
- Prepares presentations to the Pharmaceutical Audit Review Committee/ Audit Appeal.

SKILL**Knowledge****General and Specific Knowledge:**

- Pharmaceutical supplies and an extensive knowledge of the NLPDP
- Generally Accepted Audit Standards
- Related legislation.

Formal Education and/or Certification(s):

- Minimum: Graduation from a college or university with an Undergraduate Degree in

<p>Pharmacy.</p> <ul style="list-style-type: none"> — Registration with the Newfoundland Pharmaceutical Association <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 4-5 years of related work experience <p>Competencies:</p> <ul style="list-style-type: none"> — Write draft complicated correspondence where clarity and precision of language is critical. — Read and interpret prescriptions and medical records. — Proficiency in computer applications
Interpersonal Skills
<ul style="list-style-type: none"> — A range of interpersonal skills are used including listening to information; asking questions; providing routine and complex information and direction; facilitating meetings, dealing with angry or upset and providing expert advice. The nature of the work requires dealing with individuals in difficult situations. — Communications occur with employees within the immediate work area, department and external to the organization and typically include supervisor/manager, Audit manager, physicians and pharmacy staff. — Most significant contacts include the Audit Manager to plan and review assessments, the Director to discuss audit findings and possible policy implications, and the information technology group on the administration of the audit systems.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Occasionally, the demands of the job result in considerable fatigue, requiring periods of rests. — This is most evident during site visits where standing may be required for extended periods of time and lifting/carrying/moving objects weighing 25 to 50 lbs. may be required. — When not conducting site visits, work involves sitting constantly at a computer requiring fine finger or precision work to complete work tasks.
Concentration
<ul style="list-style-type: none"> — Visual concentration is required to perform audits; read prescriptions, patient charts and other documentation to determine compliance with billing policies and applicable legislation. — Auditory concentration is required when requesting information or dealing with clients on the telephone and when conducting interviews. — Repetition requiring alertness is evident when reviewing documentation and scanning prescriptions. — Time pressures and deadlines exist to have audits completed accurately and on time. Legislated deadlines are in place for certain aspects of the audit process. — Lack of control over work pace occurs as a result of multiple projects being worked on at the same time. — Exact results and precision is required to accurately conduct audit claims including financial assessments. Work requires accurate information.
Complexity

- Work involves a series of diverse and highly technical tasks and activities related to pharmacy, auditing and information management. Work tasks are somewhat different but related, requiring the use of similar skills and knowledge.
- Problems or issues relate to the auditing work being performed and range from being well defined with obvious solutions to issues requiring problem definition and analysis which require practical and sometimes complex solutions. Work related issues are typically resolved by using established auditing methods and procedures.
- Each audit presents unique challenges with varying solutions and it may also be met with resistance by the organization/individual being audited.
- As a reference or guide, there exists legislation governing the practice of pharmacy and the NLPDP, contracts between NLPDP and the Pharmacists' Association, and other advisors within the Department to assist as challenges arise.

RESPONSIBILITY

Accountability and Decision-Making

- When conducting audits, functions with considerable independence. However, if the audit uncovers issues, the findings of the audits must pass a number of levels of review depending on the significance of the findings.
- The nature of auditing requires the use of the auditors' discretion and judgement on the appropriateness of billings.
- There are predetermined limits and procedures but the auditor may exercise discretion in determining such things as what prescriptions to request, which beneficiaries to recommend card restrictions, claims to recover/adjust and determinations regarding further actions.

Impact

- Work directly impacts staff within the Division and Department, outside organizations, Audit Review Committees and Appeal Boards. Work also directly impacts the pharmacy or a beneficiary under audit and in extreme cases may involve the Pharmacy Board, the Pharmacists' Association and the police.
- Work impacts internal systems and the integrity of the data warehouse. It also has a direct impact on the program budget and the corporate image of Government within the pharmacy community. Audits may uncover potential misconduct by pharmacists which could impact patient health and safety as well as the license of the pharmacists.
- The consequences of errors can be considerable and impacts can be felt both internal and external to the Department. In addition to corporate image, there may be considerable legal costs. There can be significant impacts on the pharmacy and beneficiary in the event of an error.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- Does provide on-the-job advice/guidance, direction and training to others. Responsible to provide feedback, input into performance assessments and orientation to new employees. Also acts as a technical mentor or advisor, organizes and co-ordinates other employees and students and checks and reviews the work of others.

— Does not play a team leader role but acts as project leader during on-site audits.

WORKING CONDITIONS

Environmental Working Conditions

- Work does not require any special precautions or safety equipment.
- The likelihood of minor cuts, bruises, minor illnesses, fractures, partial or total disability does not apply.
- Occasionally exposed to lack of privacy, awkward and confining workspaces. May also be exposed to adverse weather when occasionally traveling.