

Advanced Clinical Pharmacy Practice Experience
Managed Care Rotation

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Introduction

As the practice of pharmacy evolves, the role of the pharmacist is expanding. Clinical pharmacists practice in a variety of settings other than community or hospital pharmacy. One such alternative is managed care pharmacy. Blue Cross & Blue Shield of Rhode Island is a health insurer providing coverage for over 600,000 members. As drug costs and utilization continue to rise in an environment where there is continual downward pressure on insurance premium rates, ensuring that resources available for drug coverage are used appropriately is increasingly important to Blue Cross.

This rotation is intended to introduce the Doctor of Pharmacy student to the role of a clinical pharmacist in managed care. The student will have the opportunity to participate in the clinical pharmacist activities as well as be exposed to other areas of the health insurance business.

Overview of Activities

The clinical pharmacy specialist key responsibilities include:

1. Educate physicians about their prescribing practices and associated costs of therapy and where appropriate recommend more cost-effective alternatives
2. Serve as a resource to physicians regarding new drug therapies, clinical guidelines, and patient information
3. Provide pharmacy support to internal departments such as contracting, case management, provider relations, health management, and Medicare individual sales
4. Serve as a liaison to the Pharmacy & Therapeutics Committee
5. Work with the sales and marketing department to provide pharmacist consultant services to key employer groups
6. Participate in community outreach activities through the Good Health Benefit department and the Blue Cross & Blue Shield wellness van

These objectives are accomplished through the completion of a variety of activities and the student will participate in the provision of these services.

Written Communication Activities

Depending on the current activities of the clinical pharmacist, the student will have the opportunity to:

- assist in the preparation of a therapeutic class review for a P&T committee meeting
- develop newsletter content for providers and/or members
- create a clinical information piece for prescribers
- research and provide a written response to clinical information requests

Verbal Communication Activities

Depending on the current activities of the clinical pharmacist, the student will have the opportunity to:

- present a therapeutic class or new drug review to the P&T committee
- present pharmacy information at one of the internal department meetings
- conduct academic detailing to a physician or a group of physicians
- participate in "Brown Bag" or "Ask the Pharmacist" sessions

Projects & Activities

Activities

Orientation- various departments in Blue Cross & Blue Shield of RI (contracting, health management, sales & marketing, individual sales)

Individual/Group physician meetings

Medicare Plus Choice education seminars

Other meetings as required

Example Projects

Drug Information research (1)

Physician or member newsbrief (1)

Pharmacy staff presentation (treatment overview, journal article review on current pharmacy topic)

Case management presentation (disease/drug class presentation- Powerpoint)

Computer Skills

The student will utilize and be introduced to a variety of computer software applications. Examples of programs used in daily activities include Word, PowerPoint, Excel, and Access. Familiarity with these programs prior to the rotation would be helpful although not required. The student will also be introduced to programs that allow analysis of individual drug claims, analyze drug utilization, and assess patient adherence.

Work Schedule

Hours of work are generally 8:15 am - 4:30 pm however meetings with customers may occur outside of these hours. Due to the variability of the clinical pharmacists schedules, flexibility with the student's schedule may be requested. In the event of an emergency or unexpected schedule change (illness, inclement weather, etc), the student should contact the preceptor in the morning or the day before the absence. Requests for student attendance/participation at offsite events (e.g. seminars, interviews) during scheduled work hours should be approved in advance by the preceptor. Unexplained absences will be considered when determining the student's final grade.

Prerequisites

Completion of ambulatory care rotation or related experience
Good working knowledge of clinical therapeutics
Ability to work independently

Rotation Preparation

Student should contact Marisa Jacques in Human Resources a minimum of 2 weeks prior to the start of the rotation. She can be reached at 401-459-5178 or via email jacques.m@bcbsri.org

A background check is required by Blue Cross Blue Shield of RI prior to starting the rotation. BCBSRI utilizes Employment Background Investigations, Inc to conduct all background investigations. All necessary forms will be provided to the student by BCBSRI.

Other required procedures. BCBSRI conducts drugs screenings for all employees/interns/temporaries entering the organization. The screening will need to be completed prior to starting the rotation.