2015 Job Task Analysis Summary

The Standards for the Accreditation of Certification Programs established by the National Commission on Certifying Agencies requires certification programs to conduct empirical Job Task Analyses and develop Examination Specifications from the results of Job Task Analysis studies.

The text of Standard 14: Job Task Analyses is found below.

*The certification program must have a job analysis that defines and analyzes domains and tasks related to the purpose of the credential, and a summary of the study must be published.*

In order to meet this certification requirement, the Pharmacy Benefit Management Certification Program (Program) enlisted Mountain Measurement’s Brian D. Bontempo, Ph.D. and Daniel Wilson to conduct a Job Task Analysis on behalf of the Program. The following is a summary of this Analysis.

The objective of the first phase of the 2015 PBM Technician Certification Program job task analysis (JTA) was to describe the practice of Pharmacy Benefit Management technicians by developing an inventory of the tasks that they perform.

Phase II of the JTA had two objectives. The first was to validate the preliminary content outline and to identify any duties or tasks that may have been overlooked by the panel. The second objective was to determine the importance of each task relative to the others. The relative importance was then used to determine a recommended blueprint weight for each competency. The objectives of phase II were accomplished by conducting an online survey of Pharmacy Benefit Management Technicians.

Four different types of survey analyses were conducted. The first was on demographic data. The second was on task ratings. The third was on task rankings. The final was on frequency percentages. The overall response rate was 38% while the percentage of the target sample that provided valid responses was 29%. The size of the sample was sufficient to make valid statistical inferences to the target sample.

A proposed blueprint percentage was calculated by dividing each job duty’s importance rating or ranking by the sum of the importance ratings for all job duties.

The objective of the third phase of the JTA was to develop a test Blueprint for the PBMCT Examination, using the results of the first two phases.
2015 PBMCT Examination Blueprint:

1. Support Pharmaceutical Plan Members (31%)
   a. Authenticate pharmaceutical plan members according to HIPAA regulations (2%)
   b. Enter and process medication orders (10%)
      i. Accurately interpret the prescription
      ii. Verify that the medication is accurately prescribed to the correct member
      iii. Verify that the member is eligible to receive the medication
      iv. Enter and process drug Utilization Reviews (URs)
      v. Determine if clarification is needed from provider
      vi. Dispense and fill prescription according to state and federal guidelines
      vii. Provide correct packaging for use
      viii. Ship medication to member
   c. Explain plan benefits to pharmaceutical plan members (9%)
      i. Explain periods of coverage
      ii. Explain premiums
      iii. Explain true out of pocket
      iv. Explain coverage gap
      v. Explain deductibles
      vi. Explain copays
      vii. Explain pay alternatives (In-network and out-of-network pharmacies)
      viii. Explain formularies
   d. Troubleshoot adjudicated claims (10%)
      i. Analyze the error code
      ii. Verify that the medication is on the formulary
      iii. Ensure that the copay is correct
      iv. Verify that the claim is submitted for the correct pharmacy
      v. Provide the correct override or edit
2. **Respond to Provider Queries (30%)**

   a. Authenticate providers according to HIPAA regulations (2%)
   b. Route provider requests through the appropriate process and personnel (6%)
   c. Provide information about alternative therapeutic medications (5%)
      i. Identify and communicate appropriate drug classes and subclasses
      ii. Verify that the alternative medication is on the formulary
   d. Explain plan benefits to providers (6%)
      i. Explain formularies
      ii. Identify appropriate pharmacy
      iii. Explain relevant Medicare rules
      iv. Provide explanation for prior authorization denial
      v. Provide appeals process information
   e. Enter and process drug Utilization Reviews (URs) (6%)
      i. Accurately enter information provided to support drug Utilization Review request
      ii. Determine correct review type
      iii. Obtain the ICD-10 codes, and/or disease state or diagnosis name/acronym, and relevant clinical information necessary to process the drug Utilization Review
      iv. Determine if requested drug utilization aligns with documented disease state or diagnosis name/acronym
      v. Monitor Service Level Agreement (SLA) with prior authorization to ensure compliance with Medicare and state regulations
      vi. Notify provider of Utilization Review decision
   f. Remediate escalated prior authorizations (5%)
      i. Determine if escalation request is appropriate
      ii. Explain processing time in Service Level Agreement (SLA)
      iii. Query provider for additional information
3. **Support Pharmaceutical Plan Insurers (22%)**
   a. Authenticate pharmaceutical plan insurers according to HIPAA regulations (1%)
   b. Enter and maintain member information (8%)
   c. Build and maintain plan information (7%)
      i. Build and maintain formulary information
      ii. Load the plan information
      iii. Ensure that the plan information is available and accessible
   d. Track and record claims adjudication information (6%)

4. **Support Corporate Clients (17%)**
   a. Authenticate corporate clients according to HIPAA regulations (1%)
   b. Process claim overrides (5%)
   c. Remediate escalated issues (6%)
   d. Support corporate client audits (5%)

**Summary**

The 2015 PBMCT JTA succeeded in developing and validating an inventory of tasks performed by Pharmacy technicians working in Pharmacy Benefit Management. The JTA also succeeded in determining the relative importance of each of the tasks. Ultimately, the JTA provided a one dimensional test Blueprint which details the set of competencies that Pharmacy Benefit Management technicians need to demonstrate as part of the PBM Technician Certification process. This test Blueprint also dictates the sampling plan for the PBMCT Examination (i.e., the percentage of items that are to be administered to each candidate about each competency).

PBM Technician Certification Program Policy and Procedure – Examination Development, requires the next JTA to be conducted within the next five years.