

Biologics Coordinator

Position Title: Biologics Coordinator

Reports To: Practice Manager / Physician

Location: [Insert Practice Name]











Status: Full-Time (On-site)

Position Summary:

The Biologics Coordinator manages the comprehensive process of biologic and specialty medication access for patients. This includes benefits verification, prior authorization, copay assistance enrollment, patient education, and coordination with infusion teams or pharmacies. The ideal candidate is organized, detail-oriented, and possesses a deep understanding of the reimbursement and access landscape for specialty medications.

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Key Responsibilities:

-  Conduct insurance benefits verification to determine coverage details for biologics and specialty drugs.
-  Submit and track prior authorizations and predeterminations with commercial and government payers.
-  Enroll patients in manufacturer copay programs or foundation assistance when applicable.
-  Communicate with patients to review insurance coverage, out-of-pocket costs, and financial assistance options.
-  Coordinate with infusion staff, specialty pharmacies, and providers to ensure timely scheduling and delivery of therapy.
-  Monitor authorization expiration dates and reauthorization timelines.
-  Manage and maintain documentation in EMR or specialty workflow trackers.
-  Follow up on claim denials, appeals, and payer correspondence related to specialty medications.
-  Stay updated with payer policy changes and manufacturer program updates.
-  Provide ongoing support and education to patients throughout their treatment journey.

Qualifications:

- ☐ Prior experience in a healthcare setting, preferably in specialty medication access, infusion, or medical billing.
- ☐ Strong understanding of insurance plans, including self-funded vs. fully insured and specialty reimbursement.
- ☐ Familiarity with prior authorization portals and pharmacy workflows.
- ☐ Excellent communication and follow-up skills.
- ☐ Strong attention to detail and ability to multitask.
- ☐ EMR experience preferred.

Preferred Skills:

- ☐ Knowledge of rheumatology, gastroenterology, dermatology, or other infusion-driven specialties.
- ☐ Experience with biologics such as Remicade, Skyrizi, Stelara, etc.
- ☐ Proficiency in using workflow tools or trackers to monitor prior authorization expirations and denials.

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