

## JOB DESCRIPTION

### Medication Adherence

<b>Job Title</b>	<b>Medication Adherence Coordinator</b>
<b>Tiers/background</b>	<b>T3 Physicians</b>
<b>Position Overview</b>	
The Medication Adherence Coordinator supports quality-driven care by monitoring, documenting, and reinforcing patient medication adherence in alignment with HEDIS measures and value-based care initiatives. This role focuses on identifying adherence gaps, addressing non-clinical barriers, coordinating follow-up actions, and ensuring accurate EMR documentation. The coordinator collaborates closely with providers, care teams, and patients to enhance adherence outcomes while operating within a non-clinical scope of practice.	
<b>Duties and Responsibilities</b>	
<ul style="list-style-type: none"><li>Monitor and document medication adherence using HEDIS-aligned criteria, including proportion of days covered (PDC) and gap day identification.</li><li>Identify intentional and unintentional non-adherence and escalate clinical concerns appropriately.</li><li>Conduct patient outreach to reinforce medication instructions, refill timing, and adherence education.</li><li>Support closure of medication gap days through refill coordination, follow-up scheduling, and documentation.</li><li>Identify common barriers to adherence (cost, access, understanding, regimen complexity) and apply approved non-clinical interventions.</li><li>Document adherence activities accurately in the EMR to support quality reporting and audits.</li><li>Collaborate with providers, care coordinators, pharmacies, and insurance teams to support adherence goals.</li><li>Maintain compliance with organizational policies, HEDIS requirements, and patient privacy standards</li></ul>	