

## 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>	
<p>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.</p>	
<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>	