



University at Buffalo

# School of Pharmacy and Pharmaceutical Sciences

## PGY1 Managed Care Pharmacy Residency

### Program Purpose

---

To build upon the Doctor of Pharmacy (PharmD.) education and outcomes to develop managed care pharmacist clinicians with diverse patient care, leadership and education skills who are eligible for board certification and postgraduate year two (PGY2) pharmacy residency training. A managed care pharmacy residency will provide systematic training of pharmacists to achieve professional competence in the delivery of patient care and managed care pharmacy practice.

### Overview of the Residency Program

---

This program is administered by BlueCross BlueShield of Western New York in conjunction with the University at Buffalo School of Pharmacy and Pharmaceutical Sciences and University Pharmacy Resident Services, Inc. (UPRS). Our program offers residents the opportunity to gain experience in the various aspects of managed care pharmacy including Utilization Management, Clinical Strategy, Formulary Management, Quality Improvement and Provider Engagement. The resident will participate in formulary and utilization management activities such as developing drug monographs and new policies, Pharmacy and Therapeutics committee, clinical operations, and reviewing prior authorization cases. Residents will be trained in patient-centered care through involvement in direct patient and provider outreach as well as collaboration with provider groups and vendors that provide clinical program support. Residents will also work directly with provider groups to support clinical, quality and cost initiatives that support cost-effective, quality-focused care and optimizing outcomes for patients with a broad range of disease states. Additionally, the resident will be involved in quality improvement projects through participation with STAR and HEDIS related projects. Residents will have the opportunity to present educational seminars and complete a research project while engaging in opportunities for teaching and precepting pharmacy students.

### Description of the Practice Site

---

BlueCross BlueShield of Western New York is a division of HealthNow New York Inc., one of New York's leading health care companies that provides access to quality health care and solutions for over 800,000 members throughout Upstate New York. As the region's leading health plan, a Buffalo News Top Workplace, and one of the 100 Healthiest Workplaces in America, BlueCross BlueShield believes in taking small steps towards healthier living. The pharmacists at BlueCross BlueShield are experienced in Utilization Management, Formulary Management, and Population Health Outcomes. The resident will be involved in all aspects of clinical pharmacy practice throughout the organization.

### Required Learning Experiences

---

**Utilization Management (5 months):** The resident will participate in utilization management activities including learning health plan specific policies and reviewing and rendering decisions on prior authorization cases. The resident will also be involved with peer to peer discussions with providers about member specific cases.

**Clinical Strategy and Formulary Management (4 months):** During this rotation, the resident will be involved in formulary management activities as well as work with the Pharmacy Benefit Manager to ensure proper

implementation of medication policies. The resident will be involved with development of drug monographs, new policies and attend and present at P&T committee meetings.

**Quality I and II (5 month Fall/4 months Spring):** During the Quality rotations the resident will have the opportunity work with the STAR and HEDIS quality teams to support pharmacy specific quality measures. The resident will analyze data and develop quality support proposals for internal teams and external provider groups. . Additionally, the resident will be actively involved with direct member and provider outreach to help support Part D STAR measures.

**Provider Engagement (3 months):** The resident will gain experience accessing and analyzing pharmacy trend data; designing program interventions based on areas of need; and monitoring the impact of these interventions. This may include collaboration with an interdisciplinary team (data analyst, provider practice consultants, RNs, other pharmacists, etc.) to support provider practices.

**Teaching and Learning (12 months):** As a resident in a University-based program, the resident will be expected to work with pharmacy students in the experiential education, lecture, and small group/practical settings. A Teaching Certificate Program, Journal Club, and ACPE-accredited continuing education program are required.

**Residency Project (12 months):** The resident is required to complete a project during the course of the year in an area mutually decided upon by the resident and residency project preceptor. A platform presentation at a regional resident's conference, and manuscript suitable for publication will be the products of the project.

**UM Staffing (6 months):** The resident will be added to the UM rotation for Pharmacist of the Day and weekend coverage to assist with review of prior authorization requests and appeals.

### Additional Information

---

**Eligibility:** Candidates must possess a PharmD degree from an ACPE-accredited school of pharmacy and be eligible for licensure in New York State.

**PhORCAS:** Letter of intent, curriculum vitae, three (3) references, and transcripts should be submitted electronically via PhORCAS

**Program Duration:** 12 months (July 1 – June 30)

**Number of Positions:** 1

**Salary and Benefits:** Competitive salary; benefits package that includes health insurance, vacation and sick leave, paid holidays, travel support, stipend to attend professional meetings, online library and computer privileges.

**Application Deadline:** January 8, 2021

**National Matching Service Code:** 239814

**Contact Information:**

Lisanne Holley, PharmD, BCGP, CCM  
Population Health Outcomes Pharmacist

BlueCross BlueShield of WNY  
257 West Genesee Street  
Buffalo, NY 14202  
Phone: 716 887-9984 [Holley.lisanne@healthnow.org](mailto:Holley.lisanne@healthnow.org)



*The PGY1 Managed Care Pharmacy Residency Program conducted by the UB School of Pharmacy and Pharmaceutical Sciences and BlueCross BlueShield of WNY has an accreditation candidate status with ASHP.*