

HOLLY R. HENDRICKSON YEE, PharmD, RPh
Pharmacist

PROFESSIONAL EXPERIENCE

2018 to present **Robson Forensic, Inc.**
Associate

Provide technical investigations, analysis, reports, and testimony toward the resolution of commercial and personal injury litigation involving disputes concerning pharmacy practice and standards.

2019 to present **CVS Health – CaremarkRx.**
Clinical Benefit Pharmacist

- Providing support for formulary and utilization management implementation and maintenance as part of the Medicaid clinical benefit team.
- Analysis of claim adjudication platform operations for utilization management programs, including step therapy, prior authorization, quantity limits, age edits, opioid limits, and smart edits, as well as formulary and drug lists across multiple states and programs.
- Support of new implementations and program updates along with ongoing analysis and maintenance of business requests from clients.
- Data analysis to ensure that all clinical utilization management programs and formulary and drug list setups are built as requested by clients.
- Meet with clients weekly to ensure all requirements are understood and interpreted correctly and intent is setup appropriately.
- Communicate with multiple internal departments and teams to ensure client intent exists in all benefits and adjudication.

2013 to 2019 **Anthem, Inc.**
Clinical Pharmacist

2018-2019

- Provided information to provider groups to support cost-saving initiatives and clinical interventions to improve patient care.
- Worked with a multidisciplinary team of care consultants to educate them about clinical initiatives and provide data to drive patient care opportunities with providers to improve outcomes.
- Met with provider groups and ACOs to help improve pharmacy formulary compliance, decrease pharmacy spending, and discuss and analyze drug utilization trends.
- Implemented pharmacy initiatives, including increasing medication adherence and meeting NCQA and HEDIS quality measures for performance and dimensions of care.

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2013-2018

- Performed formulary creation, maintenance, implementation, and benchmark compliance for health plans offered on the Affordable Care Act (ACA) health insurance exchange in 14 states and multi-state plan areas.
- Collaborated with multiple departments, including rebates, actuary, marketing, program management, benefits, legal, and compliance to help administer the clinical coverage policies of compliant health exchange formularies.
- Monitored drug claim trends and utilization to develop formulary strategy and utilization management edits.
- Engaged with the Pharmacy Benefit Manager (PBM) vendor routinely to ensure appropriate adjudication of formularies and utilization management programs.
- Performed weekly drug file updates and quarterly Pharmacy & Therapeutics committee formulary changes, and ensured compliance to state and federal mandates.
- Populated and updated the online searchable database software to accurately display the required online formulary search tool and to create the PDF formulary documents.
- Responded to state, federal, Center for Medicare & Medicaid Services (CMS), and Blue Cross/Blue Shield Association inquiries and formulary objections
- Attended Academy of Managed Care Pharmacists (AMCP) meetings to stay up to date on current trends in managed care through continuing education and networking.

2009 to
2013

Colorado Access

Clinical Pharmacist

- Responsible for creation, implementation, and management of multiple formularies, including Medicaid/CHP+, Medicare Part D, and Health Insurance Exchange products.
- Leader of a successful implementation of a new PBM vendor for all lines of business which resulted in an increase in pharmacy savings and member satisfaction.
- Managed the PBM relationship on a daily basis to ensure appropriate adjudication of all formularies, provide timely updates, and resolve claim issues.
- Superuser for the pharmacy adjudication system, provided in house training and problem resolution for pharmacy technicians.
- Created all clinical drug formulary monographs and evaluations, which I presented at quarterly Pharmacy and Therapeutics committee meetings, and recorded and published meeting minutes.
- Provided clinical training and operational support for the pharmacy services call center team and care managers/pharmacy technicians.
- Monitored drug claim trends and utilization to develop formulary strategy and utilization management edits.

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- Responsible for creation of all clinical prior authorization review criteria and clinical and desktop policies, reviewed drug prior authorization requests and appeals and completed in the mandated time allotment.
- Provided drug information and support to medical directors, and developed clinical pharmacy programs to effectively manage drug utilization and financial resources.
- Ensured compliance with state government and CMS healthcare regulations and mandated plan benefit design.
- Developed compliant drug information communications for patients and healthcare professionals.
- Hired and trained multiple pharmacy technicians.
- Maintained my clinical knowledge by attending AMCP conferences.

2007 to
2012

WellDyneRx, LLC

On-Call Relief Pharmacist

2009-2012

Clinical Pharmacist/Pharmacist-in-Charge

2007-2009

- Responsible for responding to Request For Proposals (RFP), presenting at finalist selection meetings, performing client plan benefit reviews and presentations.
- Developed clinical and specialty pharmacy programs, provided formulary review, and responding to client clinical needs.
- Supervised operations in the prior authorization department, creating and updating all clinical criteria and forms, providing clinical review, and writing all standard operating procedures.
- Worked in the adjudication system to process claims and edits, and enter prior authorizations.
- Responsibilities as Person In Charge (PIC) included managing inventory and the robotic prescription dispensing system, performing quality assurance initiatives, accurately dispensing prescriptions, and supervising 10+ pharmacy technicians and 4 pharmacists.
- Ensured pharmacist continuing education and appropriate licensing in all required states, and compliance with multiple state pharmacy laws.
- Provided patient counseling and education, performed clinical interventions and drug utilization review, achieved quarterly sales and efficiency goals.
- Hired and trained multiple pharmacy technicians.
- Maintained my clinical knowledge by attending Academy of Managed Care Pharmacy (AMCP) conferences.

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- 2007 **RPh on the Go**
Clinical Pharmacist
- Answered drug information questions, verified physician orders, verified cart fills, IV admixtures, chemotherapy, and Total Parenteral Nutrition (TPN).
 - Attended physician rounds, performed clinical interventions, and supervised technicians.
- 2005 to 2006 **Safeway, Inc.**
Pharmacist – On-call
- Responsible for pharmacist scheduling, management and hiring of interns and technicians, inventory control, and achieving sales goals as pharmacy manager.
 - Provided customer service, conducted immunization clinics, dispensed prescriptions, and performed quality assurance audits.
- 2005 **PRS Pharmacy Consultants**
Pharmacist
- Provided clinical pharmacy services at a rural hospital and a home infusion pharmacy.
 - Supervised technicians, collaborated with a care management team, dispensed prescriptions, mixed IV and TPN formulations, and provided patient counseling and education.
- 2004 to 2005 **Wegman’s Food Markets**
Staff Pharmacist
- Worked with technicians and other pharmacists to provide patient counseling and education.
 - Achieved sales goals, accurately dispensed prescriptions, performed health screenings, and managed inventory.
- 2003 to 2004 **Weis Markets, Inc.**
Staff Pharmacist
- Dispensed prescriptions, performed clinical interventions, and achieved quarterly Rx sales goals.
 - Performed inventory management and quality audits of prescriptions.
 - Performed health screenings and patient counseling and education and supervised five technicians.

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2002 to **University of Pittsburgh Medical Center**
2003 *Staff Pharmacist*

- Experience in narcotic vault automation and robotic filling operations and dispensing stations, operating room satellite pharmacy dispensing, and computerized order entry and physician order review.
- Responsible for IV/clean room operations, verification of TPN and chemotherapy admixtures, pharmacy technician and intern supervision and review.
- Participated in clinical initiative implementation with the decentralized pharmaceutical care model on the hospital floors.

PROFESSIONAL CREDENTIALS

Registered Pharmacist: Colorado

EDUCATION

Doctor of Pharmacy, Duquesne University, Mylan School of Pharmacy, Pittsburgh, PA,
2002

Continuing education:

Opioid Analgesic Therapy Certificate Program for Pharmacists, "Building Pharmacist Skills in Opioid Analgesic Therapy", 2020

American Pharmacists Association Pharmacy-based Immunization Program Certificate,
2002

American Heart Association Blood Pressure Measurement Course Certificate, 2002

VOLUNTEER WORK

Volunteer Item Writer, North American Pharmacist Licensure Exam, National Association of Boards of Pharmacy, 2017