Monica Delgado

Specialty Pharmacy Technician

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Summary

Specialty pharmacy technician with 4 years of pharmacy work, the last 3 handling oncology, rheumatology and HIV referrals. Runs benefits investigations and prior authorizations, enrolls patients in copay programs and tracks cases in Excel and Outlook. Explains costs and delivery dates to patients with careful customer service.

Experience

09/2023 - Present
Nashville, TN

Specialty Pharmacy Technician

Cumberland Specialty Pharmacy

Specialty pharmacy shipping oncology, rheumatology and HIV medications to patients in 12 states.

- Complete benefits investigations and prior authorizations for **25-30** new referrals a day, averaging 3 days to approval.
- Secure manufacturer copay and foundation program assistance for patients, totaling $1.4M during 2025.
- Arrange cold-chain deliveries for biologics and check shipping temperatures, with no excursions last quarter.
- Track referral status in an Excel dashboard and send weekly Outlook updates to 40 prescriber offices.
- Contact patients 5-7 days before each refill to confirm doses on hand, side effects to report and delivery address.

07/2022 - 08/2023
Nashville, TN

Pharmacy Technician

Belmont Avenue Pharmacy

Community pharmacy with a growing specialty prescription volume.

- Filled **220** prescriptions a day and handled the drive-through window on evening shifts.
- Resolved rejected claims for about 25 patients a day by calling plans and correcting billing codes.
- Drafted patient letters and refill reminders in Word for 150 patients on maintenance medications.

Skills

- Benefits Investigations
- Prior Authorizations
- Copay Assistance Programs
- Cold-Chain Shipping
- Insurance Claims
- Excel
- Outlook
- Word
- Customer Service
- Analytical Skills

Education

05/2022
Nashville, TN

Certificate

Nashville State Community College
Pharmacy Technician

Certificates

06/2022

Certified Pharmacy Technician (CPhT)

Pharmacy Technician Certification Board (PTCB)

06/2022

Registered Pharmacy Technician

Tennessee Board of Pharmacy