

KATHERINE S. WEISS, CPhT

HEALTHCARE OPERATIONS LEADERSHIP | PHARMACY & PATIENT ACCESS | INSURANCE, POLICY & PROGRAM MANAGEMENT

Center Line, MI | (313) 356-0871 | kswcpht@gmail.com | [linkedin.com/in/kswcpht](https://www.linkedin.com/in/kswcpht)

PROFESSIONAL SUMMARY

Healthcare operations and pharmacy leader with 20+ years of experience across community, hospital-affiliated outpatient, specialty-practice, and federal healthcare settings, including 11+ years leading staff and daily operations. Combines team leadership, payer and insurance expertise, patient access, reimbursement, compliance, vendor coordination, financial oversight, and process improvement with formal education in healthcare management and public health. Brings a practical understanding of how organizational decisions, coverage policy, provider workflows, and operational performance affect access, cost, and patient outcomes.

CORE COMPETENCIES

Healthcare & Pharmacy Operations Leadership | Team Development & Staff Training | Program & Project Coordination | Patient Access & Reimbursement | Health Insurance & Payer Operations | Public Health & Healthcare Policy | Process Improvement | Financial & Inventory Oversight | Vendor & Partner Management | Compliance & Audit Readiness | Data & Performance Reporting | Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

Kashat Sav-Mor Pharmacy

Sterling Heights, MI

Lead Pharmacy Technician / Manager | Healthcare Operations, Access & Compliance

Nov 2014-Present

- Lead day-to-day operations and staff workflow for approximately 10 employees in a 300-400 prescription/day environment, coordinating training, scheduling, performance support, patient service, medication access, compliance, purchasing, quality programs, and process improvement.
- Research and resolve medication-access and reimbursement barriers involving claim rejections, prior authorization requirements, formularies, plan limits, overrides, network rules, coordination of benefits, copays, and payer discrepancies across commercial, Medicare, and Medicaid coverage.
- Coordinate with pharmacists, prescribers, PBMs, insurers, patients, wholesalers, manufacturers, technology vendors, and service partners to move coverage, supply, billing, and operational issues toward resolution.
- Analyze claims, reimbursement, purchasing, inventory, adherence, utilization, EQuIPP/MTM, and workflow information to identify trends, financial risk, service gaps, and opportunities for operational improvement.
- Manage approximately \$80,000-\$90,000 in weekly purchasing and inventory performance, supporting product availability, turnover, cost control, shortage response, and purchasing decisions.
- Lead audit readiness, documentation, appeals, corrective actions, and program implementation involving Medicare Part B DME, commercial payers, Medicaid, DEA, OIG, technology upgrades, and operational workflows.

Millennium Cardiology

Madison Heights, MI

Healthcare Administration Intern

Aug 2026-Present

- Support specialty-practice operations involving patient intake, EMR scheduling/charting, medication reconciliation, care coordination, results and documentation workflows, and front-office processes while connecting pharmacy experience with provider-side healthcare administration.
- Gain direct exposure to prior authorization and medication-access workflows, cardiology testing follow-up, patient communication, quality-improvement opportunities, and administrative processes that affect continuity of care.
- Identify workflow-improvement opportunities involving patient follow-up, medication-list accuracy, fax and documentation handling, and patient access, with attention to efficiency, communication, and continuity of care.

PROFESSIONAL EXPERIENCE - CONTINUED

Detroit Medical Center - Cardiovascular Institute / Heart Hospital Outpatient

Detroit, MI

Pharmacy

Lead Pharmacy Technician / Safety Coach

Jul 2014-Oct 2014

- Helped open and operationalize a new hospital-affiliated outpatient pharmacy, coordinating medication procurement, inventory and workflow setup, pharmacy-system implementation, payer claim processes, compliance documentation, staffing, onboarding, and launch readiness.
- Coordinated daily workflow and employee scheduling, trained pharmacists and technicians on QS1/NRx and Kronos, and collaborated across pharmacy and hospital departments to resolve operational and patient-service issues.

Detroit Medical Center - Hutzel Outpatient Pharmacy

Detroit, MI

Pharmacy Technician / Safety Coach

Mar 2008-Jul 2014

- Supported high-volume outpatient pharmacy operations, insurance claim adjudication, medication-access troubleshooting, sterile compounding, internal audits, safety, regulatory compliance, and communication with patients, pharmacists, prescribers, nurses, and hospital departments.
- Trained staff on pharmacy systems and workflow procedures and supported system upgrades, documentation accuracy, service recovery, and resolution of coverage and operational concerns.

John D. Dingell VA Medical Center

Detroit, MI

Controlled Substance Pharmacy Technician | Temporary Assignment

2017

- Supported controlled-substance receiving, secure vault inventory, perpetual counts, Pyxis floor-stock requests, discrepancy investigation, returns, reporting, medication security, and audit-ready documentation in a federally regulated healthcare environment.
- Collaborated with pharmacists and healthcare personnel while maintaining strict inventory controls, documentation standards, and medication-security requirements.

CVS Pharmacy

Michigan

Certified Pharmacy Technician

2004-2008

- Supported high-volume prescription processing, third-party claims, coverage issue resolution, inventory, patient service, and pharmacist workflow in a community pharmacy setting, building the foundation for a career centered on medication access and pharmacy operations.

EDUCATION

University of Michigan-Flint

Flint, MI

Bachelor of Science in Healthcare Management | Joint BS/MPH Program

Expected Dec 13, 2026

Master of Public Health expected Aug 2028 | Undergraduate GPA: 3.91 | Graduate coursework GPA: 4.00

Macomb Community College

Warren, MI

Associate of Science, Cum Laude

May 2024

CREDENTIALS & SYSTEMS

Credentials: PTCB Certified Pharmacy Technician (CPhT), active since 2004 | Michigan Licensed Pharmacy Technician | Pharmacy-Based Immunization Administration | Basic Life Support (BLS) | Diabetes Prevention Lifestyle Coach

Systems: Microsoft Excel, Word, PowerPoint & Teams | Rx30/HBS Rx | CoverMyMeds | PBM/payer portals | QS1/NRx | OutcomesMTM | EQuIPP | Pyxis | QuickBooks | IO Inventory Management | EyeCon | POS | digital fax | VoIP

RECOGNITION & PROFESSIONAL ENGAGEMENT

- PHHS Healthcare Management Outstanding Student Award (2026) | Upsilon Phi Delta | Phi Theta Kappa | Foster G. McGaw Scholarship | Jeannette Rankin Foundation Scholar
- University of Michigan-Flint Public Health Expo Presenter (2026), "Why Isn't My Prescription Ready? Understanding System-Related Pharmacy & Insurance Barriers"
- Cardinal Health Retail Business Conference (RBC), Orlando, July 2026 | Rx30 Sync Conferences, 2019, 2022 & 2024