

Pharmacist: Medication Therapy Management Communication and Care Center

Position Title:	Staff Pharmacist
Category:	General OPS OPS description can be found at : UF Human Resource Services
Salary:	TBA
Work Schedule:	TBA
MTM Center Responsibilities:	<ul style="list-style-type: none"> • Participation in all required MTM center operational meetings • Provision of MTM services • Supervision of staff, residents, and clerkship students • Precepting pharmacy students and residents in completion of the MTM process • Contribution to MTM quality improvement process • Mastery of all policies and procedures • Collaboration and participation (if necessary) in publishing scholarly work and research activities
Requirements:	<ul style="list-style-type: none"> • PharmD degree from a fully accredited college or university or equivalent degree with applicable practice experience • Strong clinical therapeutic skills, geriatric practice preferred but not required • Pharmacy student preceptor experience preferred • General understanding of Medicare Part A and B, and understanding of Part D drug benefit well enough to help plan members achieve appropriate cost savings • Must possess or be able to achieve Registered Pharmacist status in the state of Florida • Excellent oral, written, and interpersonal communication skills • Experience in a patient care environment • Ability to work in a structured, fast paced call center environment • Must be self-directed and possess excellent organizational skills • Ability to manage multiple people and priorities simultaneously • Strong skills in relationship building • Experience working with health care professionals, students, pharmacy technicians, and pharmacy interns preferred • Understands the pharmacist’s clinical role in the care of Medicare patients • General knowledge of the therapeutic categories and common indications of medications • Understanding of Medicare Part D drug benefit basic design • Prior managed care/MTM experience preferred • Can explain the terms: formulary, step-care, prior authorization and quantity limits • Uses and pronounces common medical and pharmacy terms correctly • High energy, mature, and comfortable working with all levels of professionals, students and patients • Articulate and understands how to communicate with seniors using the telephone

Skills:	<ul style="list-style-type: none">• Strong verbal and written communication skills- Must be able to articulate information in a clear and concise manner• Strong command of the English language• Excellent listening skills- Demonstrates empathy with callers with tone, language, questions and counseling• Ability to probe and question patients and providers to understand concerns or needs• Maintains a professional demeanor on the phone at all times• Ability to defuse potential customer conflict utilizing the appropriate tone, support, questions and/or counsel• Responds in supportive manner to patients and providers• Independent thinker (works autonomously)• Ability to follow all processes and procedures• Demonstrates ability to work as part of a high-performing team• Highly dependable
Contact:	Gainesville Center Email: mtmcallcenter@cop.ufl.edu Orlando/Lake Nona Center Email: lakenonamtmtccc@cop.ufl.edu