

Quality Services Technician: Medication Therapy Management Communication and Care Center

Position Title:	Quality Services Technician
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 and training sessions as necessary • Provision of timely services • Receipt and response to calls from both provider offices and pharmacies if necessary • Makes outbound calls to patients, providers, and pharmacies if necessary • Responds to requests from beneficiary service and other issues • Contact beneficiaries to discuss medication therapy management per protocol • Screens inbound phone calls and voicemail messages, determines appropriate action and escalates calls as needed • Ensures first call resolution- effectively assesses beneficiary needs and concerns, requests additional help when needed
Requirements:	<ul style="list-style-type: none"> • Basic oral and written communication skills • High school graduate • Certified Pharmacy Technician (PTCB preferred), Registered in state of Florida (preferred) • Ability to use pharmaceutical references • Ability to evaluate information from both oral and written sources, pharmaceutical references, and report information to pharmacists • Experience in a patient care environment • Experience working with health care professional students preferred • Understands the role of pharmacists and technicians in the care of Medicare patients • General knowledge of the therapeutic categories and common indications of medications • Understanding of Medicaid and Medicare Part D drug benefit and basic design of the drug benefit • Prior call center, managed care, retail, or 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 • Presents a warm, friendly and empathetic atmosphere to beneficiaries by using active listening techniques • Ensures privacy and confidentiality as required by HIPAA, company and departmental guidelines

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 (Bilingual preferred)• Excellent listening skills- Demonstrates empathy with callers with tone, language, and questions• 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