### Quality Services Technician: Medication Therapy Management Communication and Care Center

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| **MTM Center Responsibilities:** | • 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:** |
| • 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: | • 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 |
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Orlando/Lake Nona Center Email: lakemonamtmccc@cop.ufl.edu |