

**Technician: Medication Therapy Management Communication and Care Center**

Position Title:	Technician
Category:	General OPS Description can be found at: <a href="#">UF Human Resource Services</a>
Salary:	TBA
Work Schedule:	TBA
MTM Center Responsibilities:	<ul style="list-style-type: none"> <li>• Participates in required MTM Call Center operational meetings and training sessions as necessary.</li> <li>• Provides timely MTM services with pharmacist oversight.</li> <li>• Receives and responds to calls from both provider/physician’s offices and pharmacies.</li> <li>• Makes outbound calls to physicians and pharmacies.</li> <li>• Responds to requests from beneficiary service and other issues.</li> <li>• Contacts beneficiaries to explain the MTM program and schedules calls for pharmacist to complete patient interview.</li> <li>• Contacts beneficiaries as needed for quarterly follow-ups.</li> <li>• Screens inbound phone calls and voicemail messages, determines appropriate action and escalates calls as needed.</li> <li>• Ensures first call resolution. Effectively assesses beneficiary needs and concerns. Requests additional help when needed.</li> </ul>
Requirements:	<ul style="list-style-type: none"> <li>• Basic oral and written communication skills.</li> <li>• High School graduate</li> <li>• Certified Pharmacy Technician (PTCB Preferred), Registered in State of Florida</li> <li>• Ability to use pharmaceutical references.</li> <li>• Ability to evaluate information from both oral and written sources, pharmaceutical references and report information to pharmacists.</li> <li>• Experience in a patient care environment</li> <li>• Experience working with health care professional students, pharmacy preferred.</li> <li>• Understand the pharmacist’s clinical role in the care of Medicare patients.</li> <li>• General knowledge of the therapeutic categories and common indications of these medications.</li> <li>• Understanding of Medicaid and Medicare Part D drug benefit and basic design of the drug benefit.</li> <li>• Prior Managed Care/ MTM Experience Preferred</li> <li>• Can explain the terms, formulary, step-care, prior authorization and quantity limits.</li> <li>• Uses, and pronounces, common medical and pharmacy terms correctly.</li> <li>• High energy, mature and comfortable working with all levels of professionals, students and patients.</li> <li>• Articulate and understands how to communicate with seniors using the telephone.</li> </ul>

	<ul style="list-style-type: none"> <li>• Presents a warm, friendly and empathetic atmosphere to beneficiaries by using active listening techniques.</li> <li>• Ensures privacy and confidentiality as required by HIPAA, company and departmental guidelines.</li> </ul>
Skills:	<ul style="list-style-type: none"> <li>• Strong verbal and written communication skills. Must be able to articulate information in a clear and concise manner. Strong command of the English language.</li> <li>• Excellent listening skills. Affirms for understanding. Demonstrates empathy with callers with tone, language, questions and counseling. Ability to probe and question patients and providers to understand concerns or needs.</li> <li>• Engagement of beneficiaries over the phone. Demonstration of empathy with callers in tone, language and questions. Maintains a professional demeanor on the phone at all times.</li> <li>• Ability to probe and question members and providers to understand concerns or needs.</li> <li>• Ability to defuse potential customer conflict utilizing the appropriate tone, support, questions and or counsel. Responds in supportive manner to patients and providers.</li> <li>• Independent thinker (works semi-autonomously).</li> <li>• Ability to follow all process and procedures.</li> <li>• Demonstrated ability to work as part of a high-performing team.</li> <li>• Highly dependable.</li> </ul>
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