## Technician: Medication Therapy Management Communication and Care Center

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<tr>
<th>Position Title:</th>
<th>Technician</th>
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<tr>
<td>Category:</td>
<td>General OPS</td>
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<tr>
<td>Description can be found at:</td>
<td><a href="#">UF Human Resource Services</a></td>
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<td>Salary:</td>
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### MTM Center Responsibilities:
- Participates in required MTM Call Center operational meetings and training sessions as necessary.
- Provides timely MTM services with pharmacist oversight.
- Receives and responds to calls from both provider/physician’s offices and pharmacies.
- Makes outbound calls to physicians and pharmacies.
- Responds to requests from beneficiary service and other issues.
- Contacts beneficiaries to explain the MTM program and schedules calls for pharmacist to complete patient interview.
- Contacts beneficiaries as needed for quarterly follow-ups.
- 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
- 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, pharmacy preferred.
- Understand the pharmacist’s clinical role in the care of Medicare patients.
- General knowledge of the therapeutic categories and common indications of these medications.
- Understanding of Medicaid and Medicare Part D drug benefit and basic design of the drug benefit.
- 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.
- 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.
- 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.
- 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.
- Ability to probe and question members and providers to understand concerns or needs.
- 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 semi-autonomously).
- Ability to follow all process and procedures.
- Demonstrated ability to work as part of a high-performing team.
- Highly dependable.

**Contact:**

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