

Technician: Medication Therapy Management Communication and Care Center

Position Title:	Adherence Technician
Category:	General OPS Description can be found at: UF Human Resource Services
Salary:	TBA
Work Schedule:	TBA
MTM Center Responsibilities:	<ul style="list-style-type: none"> • Participates in required MTM Call Center operational meetings and training sessions as necessary. • Provides timely services. • Receives and responds to calls from both provider/physician’s offices and pharmacies if necessary. • Makes outbound calls to physicians and pharmacies if necessary. • Responds to requests from beneficiary service and other issues. • Contacts beneficiaries to discuss medication adherence 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. • Meets pre-determined quota for calls made/received per shift.
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, pharmacy preferred. • Understand the role of adherence monitoring 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 Call Center, Adherence 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

	<p>using active listening techniques.</p> <ul style="list-style-type: none"> • 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. • 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:	<p>Anna M. Hall, PharmD, BCACP Clinical Assistant Professor MTM Communication and Care Center Faculty University of Florida College of Pharmacy Email: lakenonamtccc@cop.ufl.edu ***Note: Individual emails will not be responded to at this time. If you are interested in working at the Lake Nona MTM Center please send an email to the address above. You will be added to a list to receive communications regarding employment opportunities and status updates for the Lake Nona MTM Center. You will also receive notification when we begin accepting applications and conducting interviews. Thank you!</p>