

Pearl Interactive Network is seeking to hire Medical Support Assistant – Remote.

The **Medical Support Assistant** is responsible for answering calls from individuals and input information necessary to assist Veterans, the Veteran spouse or Veteran caregiver address appointment scheduling, administrative, and pharmacy needs including but not limited to prescription refills.

Why choose Pearl Interactive Network?

Join Our Team and embrace the winning Pearl Culture which promotes our employee's desires and efforts to serve our consumers, clients, and community. Our values of customer satisfaction, teamwork, a family atmosphere, quality services, respect for each other, transparency, and innovation are what make Pearl, the employer of choice. As a woman owned, HUBZone certified social enterprise, Pearl offers hiring priority to our Veterans, Military Spouses, and their families, as well as individuals with disabilities.

Pearl offers a Competitive Compensation and Benefits package to include:

- Rate: \$15.00 per hour
- Ancillary benefits to support your lifestyle professionally, physically, and financially through our professional development and coaching program.
- Short-term, 3-6 months with option to extend assignment, based on performance and business need.

Operating Hours:

- Sunday – Saturday, 6:00 AM to 10:00 PM EST (FT and PT shifts)

Technical/Equipment Requirements:

1. Broadband internet connection with the minimum upload/download speed of 20mbps/5mbps. Satellite Connection or Wi-Fi only connectivity is not allowed. **Test your network at [speedtest.net](https://www.speedtest.net) to verify before you apply.**
2. Private and secure workspace within your home. Away from noise and distractions.
3. Computer and audio headset provided.

Job Duties:

- Confirm appointments and notify facility using the TRM Plus software package of other appointment needs so that patient's Community Based Outpatient Clinic (CBOC) or VAMC may follow up to cancel, make, or reschedule appointments, without requiring the patient to place another phone call.
- Pharmacy information, pharmacy refill, pharmacy order status, education, and direction on use of Audio care auto-refill systems and notify facilities of patient requests for Rx Renewals using TRM Plus.
- Assist with follow up regarding tracking of packages such as prescriptions, prosthetics as well as other items sent out to the patients.
- Provide frequently requested contact names/phone numbers at each site to callers. Callers require information about location of services in VISN 7 (VAMCs and CBOCs).
- Follow all procedures and processes, as well as update appropriate logs and databases.
- Aid callers in a prompt, professional and friendly manner.
- Research problems and follow through until issues are resolved; escalate to supervisor and/or nurse as required.

Job Requirements:

- High school diploma, GED, or equivalent education required. Associates degree preferred.
- Minimum 6 months to 1 year of call center experience.
- Strong communications skills.
- Proficient with a computer including Microsoft Office, the internet and other systems.
- Ability to type a minimum of 20 WPM, 30 WPM preferred
- Must be able to comply with remote working policies and requirements.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. Pearl management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

Background Check/Security Clearance, and Skills Assessments Required

Consistent with E.O. 14042, absent a legally required accommodation relating to a disability, including medical condition, or a sincerely held religious belief, employees **are required** to be fully vaccinated for COVID-19 as a condition of employment. This means a COVID-19 vaccination is a qualification standard for the job related to safety for all employees assigned to work on a covered contract.

Skills/Qualifications/Keywords: Action Oriented/Tenacity, Dealing with Ambiguity, Compassion, Customer Focus, Ethics and Values, Functional and Technical Skills, Informing, Integrity and Trust, Listening, Priority Setting, Problem Solving, MS Outlook and Office Skills, Leadership Team, People Skills, Diversity, Professionalism, Organization, Team Oriented, Learning, Flexibility, Effective Communication.

Pearl Interactive Network, Inc. is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, veteran status, disability status, genetics, or sexual orientation, and gender identity.

Apply through our web portal <http://pinsourcing.com/jobs>
To learn more about our company please go to our website at: www.pinsourcing.com