

Medical Support Assistant (Advanced) - Term COVID-19

Leeds, MA | Worcester, MA | Springfield, MA

Summary

This is an OPEN CONTINUOUS ANNOUNCEMENT in support of COVID-19 operations. The initial cut-off date for referral of eligible applications will be January 25, 2021 and applicants will be referred on an 'as needed' basis thereafter. NOTE: Announcement will remain open until no longer needed but no later than April 8, 2021.

This is a TERM appointment (not-to-exceed 1 month, 1 day. Term appointments are non-status, nonpermanent appointments of limited duration (more than 1 year but not more than 4). Term employees are eligible to earn leave and generally have the same benefits as permanent employees including health and life insurance, within-grade increases and Federal Employees Retirement System and Thrift Savings Plan coverage. Term appointments may be extended without further competition (up to the 4 year maximum). The appointment to a Term position does not confer eligibility for promotion or reassignment to other positions or the ability to be non-competitively converted to permanent employment.

Responsibilities:

- The incumbent serves as an Advanced Medical Support Assistant in the VA CWM HCS. S/he works at the main campus in Northampton or one of the Community Based Outpatient Clinics. The incumbent will normally work at one of the locations but is required to work at other locations when necessary for coverage needs.
- This is an Advanced MSA position. It is expected that the Advanced MSAs are able to perform a full range of duties with little to no supervision.
- Scheduling, canceling, rescheduling appointments and/or consults; building and canceling clinic availability; entering recall reminders and monitoring recall delinquencies, entering no-show information; ensuring encounter forms are completed in order to obtain appropriate workload credit; verifying/updating demographics and insurance information at each patient interaction.
- Assist with MyHealthVet in-person authentication, receive and make telephone calls, review and respond to secure messaging, send faxes, make photocopies and manage mail.
- Set priorities and deadlines, adjust the flow and sequencing of the work to meet team and patient needs; may work with the team to reinforce the plan of care and self help solutions and enter appropriate information into the electronic record.
- Monitoring pre-appointment requirements to assure readiness for patient visits and manage electronic waitlist to verify and validate accuracy and resolve issues.

Qualifications

Basic Requirements:

- United States Citizenship: Non-citizens may only be appointed when it is not possible to recruit qualified citizens in accordance with VA Policy.

Experience and Education

- Experience. Six months experience of clerical, office, customer service, or other administrative work that indicates the ability to acquire the particular knowledge and skills needed to perform the duties of the position;
OR
- One year above high school;
OR,
- Experience/Education Combination. Equivalent combination of experience and education are qualifying for entry level for which both education and experience are acceptable.

For more Information / To Apply:

<https://www.usajobs.gov/GetJob/ViewDetails/588986700>