

Patient Qualification Specialist – 35 openings <https://careers-apria.icims.com/jobs/10223/patient-qualification-specialist/job>

- Responsible for supporting hundreds of local branch offices across the country by reviewing new patients orders and documentation submitted by referral sources in order to obtain required documentation and clinical requirements of individual health insurance plans, allowing our patients to maximize their available health plan benefits and to receive the much-needed care as soon as possible.
- Requests health plan authorizations/information as required; either electronically or verbally.
- Demonstrates and ability to develop business relationships within the field leadership through close collaboration, partnership, engagement and communication.
- Performs other duties as required.

Sleep Supply Specialist – 40 openings total; 20 under each posting <https://careers-apria.icims.com/jobs/10147/sleep-supply-specialist/job> AND <https://careers-apria.icims.com/jobs/10531/sleep-supply-specialist/job>

- Serve as the primary patient point of contact for inbound and outbound sales/service calls, identifying patients' needs, clarifying information, arranging for patients to receive supplies on an ongoing basis, and providing solutions and/or alternatives.
- Achieve agreed upon sales targets and outcomes within a specific timeframe. Meet all personal/team qualitative and quantitative targets.
- Confirm accuracy of patient's eligibility and medical information to effectively facilitate order fulfillment.
- Accurately processes orders, returns or incorrect orders by working through complex systems and processes.
- Communicate patient and insurance billing process to ensure that patient understands his/her financial responsibility.
- Collect payment or make payment arrangements.
- Verify order status and correctly relay tracking information.
- Schedule RT Refits/Phone Visits for patients.
- Educate patients on the value of sleep therapy and the resupply program.
- Upsell patients on items that will improve their sleep therapy experience.
- Maintain in-depth knowledge of current marketing promotions.
- Expedite patient problems, complaints with possible resolutions to maximize satisfaction.
- Accurately document patient account to ensure comments, discussions and concerns are captured correctly.
- Frequently attend training to improve knowledge and performance levels.
- Offer ideas, suggest changes, and identify opportunities that enhance business growth in a positive and constructive manner.
- Adhere to HIPAA guidelines.
- Perform other duties as assigned.

**VETERANS AND MILITARY SPOUSES WANTED FOR THE
FOLLOWING POSITIONS:**

ATO EMASS CYBERSECURITY ENGINEER - REMOTE

Req#: 285593BR - ALL LOWER 48 STATES

Minimum Requirements:

- HS diploma or GED and 18+ years of experience with systems security engineering or BS degree in CS, IT, or Engineering and 10+ years of experience with systems security engineering
- Experience with supporting system Authority to Operate (ATO) processes and creating artifacts, control implementation details, and POAMs
- Experience in eMASSExperience with Information Security Continuous Monitoring (ISCM), RMF automation, and Comply to Connect
- Experience with National Institute of Standards and Technology (NIST) security controls, and Governance, Risk Management, and Compliance (GRC) security documentation tool, Risk Management Framework (RMF), and security compliance processes
- Experience with Federal Information Security Management Act (FISMA) and Federal Information System Controls Audit Manual (FISCAM) criteria
- Ability to facilitate meetings, analyze authorization documents and associated artifacts against authorization requirements to identify gaps, establish a schedule to address outstanding authorization requirements, and coordinate directly with system team stakeholders
- Ability to obtain a security clearance

To submit to the position and read the entire job description go to **Vetjobs.com**. Click on the jobs tab and scroll down to the RC Job Board. Search by the Req#.



Questions?
Email me: Melanie at mnicks@militaryspousejobs.org

08/03/2020



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Inbound Contact Representative 2 - English OR Bilingual English and Spanish Fluent Positions Available

- **Description**

The Inbound Contacts Representative 2 represents the company by addressing incoming telephone, digital, or written inquiries. The Inbound Contacts Representative 2 performs varied activities and moderately complex administrative/operational/customer support assignments. Performs computations. Typically works on semi-routine assignments.

Responsibilities

The Inbound Contacts Representative 2 serves as a member advocate, addressing customer needs, which may include acting upon complex benefit needs, resolving grievances, and educating members. The ICR 2 documents member inquiries and resolutions provided per Centers for Medicare and Medicaid compliance criteria. The ICR 2 role intakes calls, makes outbound calls, resolves grievances and follows the escalation protocol when necessary to address member needs. ICR 2 role must adhere to the member services department protocols that speak to plan benefits as well as align to CMS mandates in the handling of organization/coverage determinations, grievances and appeals. This role is a highly structured role requiring continuous referencing of policies and protocols. Active listening and the intention to work in a proactive manner is key to success in the role. Role does require ongoing receptiveness to training and performance feedback, as compliance mandates are continuously updating and we are audited against our adherence to these.

Additional Details

Work Environment: This is a customer-centric member advocate environment focused on high quality outcomes versus activities. Our department primarily communicates over the phone, but we are not a “call center” environment as we are responsible for the member’s safety and advocacy outcome as part of the continuum of their care. We value quality work as every action taken in the member services department is to facilitate access to the member and avoid adverse outcomes for the member.

- Associates can expect to take anywhere from 25 to 35 inbound calls per day with the focus being on high-quality service with a strong emphasis on member advocacy and patient safety.
- While this associate receives inbound calls, up to 60% to 70% of these calls may require associates to place outbound calls to physicians, DME vendors, pharmacies or other entities to coordinate benefits and care for the member.
- This role calls for strong emotional intelligence focused on proactively providing solutions, ensuring the member's utmost health and safety. De-escalation skills are a must to thrive in this role. We serve a wide variety of members, some of which are experiencing illness and trauma at the time of their call.

Required Qualifications

Education, Experience, Skill set:

- High School Diploma or Equivalent
- 2+ years of customer service experience such as in a Physician Medical Office, Clinical Unit/Office Coordination role, or any experience working with irate member population requiring high degree of organization, structure and focus.
- Candidate must be interested in the health insurance industry, Medicare Care Advantage industry, or compliance industry as this opportunity is not a job, but an opportunity to learn the intricacies of a Medicare Advantage Prescription Drug Plan (PDP). This role is a learning opportunity to build a career from. Candidate must understand they will serve the member as a “Universal Agent” which requires knowledge and mastery of multiple disciplines such as but not limited to: pharmacy; plan medical, dental & vision benefits, case management, compliance requirements and more.
- Excellent verbal and written communication skills
- Must be willing to comprehend complex compliance mandates and inter-dependencies that exist within the operation.
- Ability to maintain a professional demeanor, practicing strict confidentiality on all platforms for all sensitive information
- Ability to focus on the training and role without significant interruption during the workday.
- Strong initiative with the ability to adapt to change as the business requires.
- Must be passionate about contributing to an organization focused on continuously improving consumer experiences
- Must have the ability and willingness to be selfless and focus on the member as the priority throughout the workday.

Technology, System, and Platform Knowledge Strong computer skills and utilizing multiple systems and applications simultaneously is required as this is a work at home role. Must be comfortable with gaining new systems knowledge at all times as software is constantly updating requiring the ability to learn systems real time. The following is required to ensure success in the role as a remote work at home associate:

- Must be proficient in Microsoft Word such as Word, Excel, Outlook/WebEx, Skype and using collaborative platforms for network sharing examples such as SharePoint, and Teams
- Must have experience using vendor applications examples such as Salesforce, and department CRM Platforms.

Additional Requirements

Must be able to pass the following pre-hire assessments, (Please review in the below additional information):

- Virtual Job Experience Assessment
- A writing assignment may be requested during interview
- A language assessment may be performed for English and or bilingual Spanish during screen and/or interview.

Anticipated Start Date/Training Date: 14 September 2020

Hours - Adherence to the following schedule:

- Regular Hours and Training Hours: Any 8-hour shift between the hours of 8:00 AM to 8:00 PM local time Monday through Friday
- Flexibility to work weekends, holidays and/or mandatory overtime based on business needs
- Ability to work any scheduled day and time during open enrollment, which is between 1 October and 31 March with mandatory overtime as needed.
- Schedule changes occur on average 2 times a year to respond to business need and are generally provided 2 weeks in advance. If there is an immediate business need to adjust schedules, employees are expected to make the accommodation as soon as the business requires it but no later than 48 hours.

Location: Remote/Work at Home ** Please review Work at Home Guidelines below**

- **Primary Location:** Florida
- **Alternate Locations:** United States, excluding Alaska and Hawaii

Language Fluency Requirement

- English fluency

AND

- Bilingual English and Spanish fluency
- The interagency Language Rating, (ILR), test may be requested as required by the Federal Government under the Federal Care Act, to ensure competency.

Preferred Qualifications

- Associates or Bachelor's Degree
- Experience and/or background with case management processes
- Member Advocacy Experience
- Healthcare/Medical Insurance experience
- Government Compliance experience
- Additional Information - Please Read Full Details Below

Interview and Remote Work at Home Requirements: - In order to support the CDC recommendations on social distancing and reduce health risks for associates, members and public health, Humana is deploying virtual and video technologies for all hiring/new hire activities. This position provides an opportunity to work at home.

For Interview Purposes:

- Access to a personal computing device with a camera, a minimum internet connection speed of 10m x 1m,
- Dedicated secure home workspace for interview or work purposes.

Upon Hire:

- Must have accessibility to hardwired high speed internet with minimum speeds of 10Mx1M for a home office (Wireless and Satellite are prohibited)
- Must have a separate room with a locked door that can be used as a home office to ensure you and your members have absolute and continuous privacy during work hours.
- The following equipment will be provided: laptop, Two Monitors, mouse, keyboard, Avaya phone system that connects to laptop, and modem cable to hard wire connect laptop
- Humana does not cover reimburse costs to set up a home office, or monthly internet service

Additional Information:

Customer Care Assessment / Virtual Job Experience: After submitting your application, if you are selected to move forward you will receive an email to complete the Virtual Job Experience (VJE). This is an online activity where you will learn more about Customer Care jobs at Humana, try out some of the most common job tasks, and tell us more about yourself.

- Most people complete the VJE in approximately 30 minutes. To complete it, you will need a smart phone, computer or tablet with internet access, and speakers/headphones.
- Candidates will not be reviewed for consideration if the VJE, is incomplete.
- The email will come from vjtadmin@mg.jobtryout.net please add to your contacts or safe senders list to avoid this going to your spam folder.

Interview Format As part of our hiring process for this opportunity, we will be using an exciting screening and interviewing technology called Modern Hire to enhance our hiring and decision-making ability. We use this technology to gain valuable information from you pertaining to your relevant skills and experience at a time that is best for your schedule.

- You will be able to respond to the recruiters preferred response method via text, video or voice technologies
- If you are selected for a screen, you may receive an email correspondence (please be sure to check your spam or junk folders often to ensure communication isn't missed) inviting you to participate.
- You should anticipate this screen to take about 15 to 30 minutes. Your recorded screen will be reviewed and you will subsequently be informed if you will be moving forward to next round of interviews.

Continuous New Hire Testing/Assessments: The CarePlus team provides a thorough training program consisting of at least 12 weeks. Ability to pass required new hire assessments that are required to remain in the position, which includes:

- 10 mini exams throughout the entire training
- Mid-term to ensure competency during training
- Final that needs to be meet passing grade

Work At Home Guidelines: This role is full-time remote/work at home.

Time off Requests:

- Humana is regulated by the Center for Medicare and Medicaid Services and maintain a high level of commitment to our members. For this reason, time off and scheduling are heavily based on business need so we can provide the best service to our membership.
- The training and onboarding for this position is critical for your development as an associate. Time off and scheduled obligations during the first 120 days will be evaluated as part of the selection process.

Transfer Timeline Within Humana:

- Must serve a minimum of 2 years within this department before transferring to another department.

Scheduled Weekly Hours

40

Click on the link below to apply:

https://humana.wd5.myworkdayjobs.com/Humana_External_Career_Site/job/Work-at-Home-Florida/Member-Care-Advocate--Inbound-Contact-Representative-2-----English-and-Bilingual-English-and-Spanish-Fluent_R-236022

POSITION OVERVIEW: The ideal candidate for Proximity Learning is somebody who has a passion for teaching, but prefers to work from home. We also regularly employ those who are recently retired, living in another country, or who only want to teach part-time. Our company structure is incredible well-suited to those who do not wish to relocate for a new teaching job or simply want more flexibility in their career.

QUALIFICATIONS:

- Bachelor's (or higher) in Education or equivalent (specific languages are accepted)
- Licensed Teaching Certification in one or more US States
- 2+ years in teaching, not limited to the online environment
- Willing to get certified in additional states if required
- Willing to dedicate 5 hours a week for 9 months for each course

EXPECTATIONS:

- Meet with students during the scheduled class time
- Challenge and encourage students to master their designated course at every level
- Be respectful and aware of student needs in an online environment
- Follow the policies and curriculum provided by each school district and Proximity Learning
- Be responsive in a timely manner set forth by Proximity Learning Inc. and regularly correspond with Director of Implementation
- Must have a computer with an adequate (preferably high-speed) internet connection that meets our minimum specifications

[CLICK HERE](#) to view current vacancies per subject matter and submit an application:



With a passion for excellence, Golden Key Group (GKG) helps clients solve their strategic, organizational and operational challenges to better meet their mission demands. We have serviced more than 25 Federal departments and agencies and several large commercial companies since our inception in 2002.

Golden Key Group's talented professionals, combined with our strategic partners, bring a depth of commercial and government experience and expertise. We are relentless in delivering the highest levels of services to provide tangible value and create sustainable results for our clients.

Position: Junior Level Human Resources Specialist

Place of Performance: Telework

Work Hours: between 8:00 a.m. – 5:00 p.m. EST

Job Summary: The Junior Level Human Resources Specialist will provide a variety of military and civilian personnel activities, serving as a clerical expert in independently processing the most complicated types of personnel actions e.g. administrative separation of a military service member from active duty.

Qualifications:

- Bachelor's degree required
- Minimum three (3) years of experience
- Must be able to work self-sufficiently and productively in a full-time remote environment
- Experience with MyArmyBenefits and/or MyAirForceBenefits a plus

For more information and to apply, please visit <https://gkgcareers.com/jobs/junior-level-human-resource-specialist-2/>.